



Hands-on Training Reduces Warranty Claims and Product Installation Errors

Business Challenge

Ustec distributes the wiring systems it manufactures through suppliers who deal directly with home builders. These suppliers provide the labor to install the systems. Installers' skills vary greatly because they work for different companies with varying hiring practices. Dealer development and consistent installer procedural training with limited product knowledge was a challenge. Skill and knowledge deficiencies resulted in installation errors and damage to system components and cabling. Our client wanted to reduce:

- "hot line" calls
- unnecessary warranty claims
- installer errors

Client

Ustec

Manufacturer of structured wiring systems used in new residences for interactive entertainment, security, home automation, and iLife.

Solution

The company's strategy was to attack these problems by enhancing and standardizing the training provided to installers. With improved training Ustec would assist installers in developing skills they needed to correctly install the systems without damage

or call backs. Existing training consisted of a Power point presentation, several handouts, and a hands-on exercise in "terminating connectors." Gillespie was able to build on the good work begun by Ustec. New training included two interactive Power point presentations, an instructor's guide, participant manuals, guided practice exercises in terminating connectors, handout materials, and a hands-on criterion test. The new training was significantly more interactive than the original version and featured progress checks to aid the installer in assessing individual progress. Additional time and coaching were added to key tasks, with successful completion judged against clearly defined performance objectives.

Services Provided

- Technical Writing
- System Documentation
- Instructional Design
- Training Development

Results

Installer errors are down since the introduction of this new training program. Some suppliers have revised their hiring practices and are screening for, and requiring better prepared new hires. Ustec has been receiving excellent reviews from both suppliers and technically-savvy homeowners for the training it has put on the web. The image of the company has been enhanced and manufacturers of competitive systems have nothing that compares to this initiative.

"Gillespie helped us implement a program that continues to make my job and that of others easier as we work to keep our employees and 500+ dealers informed of our product line, its capabilities and latest technology."

Thomas Cunningham