

Training Reduces Warranty Claims and Installation Errors

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

Business Challenge

Ustec distributes its wiring systems through suppliers who deal directly with home builders. These suppliers provide the labor to install the systems. Because the installers work for different companies, their skills and product knowledge varied greatly. As a result, installation errors were made, and system components and cabling were damaged. Dealer development and consistent installer training were a challenge.

Our client wanted to reduce:

- Hotline calls
- Unnecessary warranty claims
- Installer errors

Solution

The company's in-place strategy to attack these problems was to enhance and standardize installer training. The training helped them develop the skills they needed to correctly install the systems without damage or callbacks. The existing training consisted of a PowerPoint presentation, several handouts, and a hands-on exercise in terminating connectors.

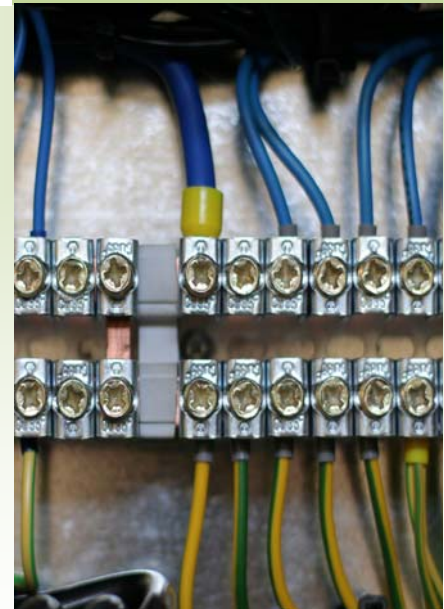
Gillespie built on Ustec's good work with an enhanced training solution that included two interactive PowerPoint presentations, an instructor's guide, participant manuals, guided practice exercises, handouts, and a hands-on criterion test. The new training was significantly more interactive than the 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 have decreased since the introduction of the new training program. Some suppliers have revised their hiring practices and are screening for better-prepared new hires. Ustec continues to receive excellent reviews from both suppliers and technically savvy homeowners for its Web-accessible training. With this unique initiative, Ustec has set itself apart from its competitors and has enhanced its image as a leader in its field.



"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