

eLearning Case Study

The Organization

Healthcare packaging

Products and Services Provided: High-quality, controlled atmosphere packaging

Number of Employees Trained: 160+

The Challenge

Training at this healthcare packaging plant was mainly instructor-led, and the content was not consistent from one class to the next or from one trainer to another. Their training system also suffered from a lack of detail in documentation, providing only the title of the training session attended, which was a serious concern when it came time for audits.

The Solution

The company chose DuPont Sustainable Solutions (DSS) Online Learning Solutions, including a Learning Management System (LMS), Authoring Tool, and off-the-shelf interactive courses from the DSS library. Employees take courses ranging from electrical safety to fall protection.

Why DSS?

The Training Coordinator says the plant goes through frequent audits because the company is associated with the medical industry. That makes documentation and consistency in training critical issues for him. DSS resolved these concerns and brought other benefits as well.

Traceability of Training

The Training Coordinator confirms being able to show auditors the history of training employees have received is “extremely beneficial.” Along with documenting online courses, the company also values being able to document completion of custom, instructor-led training courses using the “Classroom & Hand-On Scores” report. Because this capability was not available previously, the Training Coordinator regards it as “a huge improvement for us.” From a tracking perspective, the DSS online learning solutions are “as easy to use as you can get.” The company likes being able to quickly add new employees to the system, as well as move people from one department to another and change their supervisor. They also note that supervisors are able to manage training their departments better now that they can easily pull reports to see who has taken courses and who has not.

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Consistency is Key

The training coordinator ran a report recently and was “flabbergasted at the number of people going online” to take courses, recognizing it as a “significant improvement.” The company is reassured that as more employees take training online, they will be receiving relevant content consistently—no longer do they have to worry that some employees might be missing out on important information.

Customizing in Minutes

The training coordinator is “extremely happy” with the amount of time it takes him to create custom courses—something that can now be accomplished in just minutes.

Support that Counts

“The DSS technical support team is very responsive, quick and helpful.”

Transitioning from an undefined training system to the organized, easy-to-use DSS online learning solutions has made a big difference for the employees at this plant and has made training administration simpler and more consistent.

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