

Strategic Training Assessment

A ROADMAP TO VALUE CREATION

THE BUSINESS MANDATE

The business mandate for learning has not changed in the last decade...driving costs to acceptable levels while dramatically increasing the business value gained from the investment being made. However, despite the hard work and commitment of many learning organizations, unanswered questions remain and unmet expectations continue.

UNANSWERED QUESTIONS

- HOW MUCH ARE WE SPENDING ON LEARNING?
- IS IT GOING TO THE RIGHT PLACES AND PEOPLE?
- WHAT IS THE RETURN ON OUR INVESTMENT?
- IS LEARNING CONNECTED WITH BUSINESS NEEDS?
- IS IT FOCUSED ON THE SKILLS OF THE FUTURE?
- ARE WE ORGANIZED IN THE RIGHT WAYS TO DELIVER?
- ARE EMPLOYEES GETTING ENOUGH?
- ARE GROUPS GOING UNDERSERVED?
- ARE WE LEVERAGING OUR RESOURCES AND OUR SPENDING?
- ARE WE TAKING ADVANTAGE OF TECHNOLOGY?
- HOW SHOULD WE BE MEASURING LEARNING?
- HOW DO WE COMPARE WITH OTHERS?



UNMET EXPECTATIONS

Value < Investment

EASIER SAID THAN DONE

There is no doubt and no debate that learning organizations must respond to the requirements of the business and deliver services and solutions that make a difference and positively impact the business in measurable ways. Making it happen, however, is easier to say than do.

The ACS Strategic Training Assessment delivers the answers to these questions and more. It tells you where you are today, where you need to be in the future, and what you need to do to get there... and, it builds the business case to support the transformation. The Strategic Training Assessment is an accelerated evaluation designed to give you the facts and data to make the decisions you need to make to transform your learning capability from its current state to a value-creating future state...to exceed your customer' expectations.

Imagine a training function run like a business that can regularly report positive results for:

- Impact on business goals
- Return on investment
- Responsiveness to business needs
- Quality of solutions
- Customer satisfaction.

ACS can help you get there.

THE STRATEGIC TRAINING ASSESSMENT

The Strategic Training Assessment provides organizations with:

- A clear view of the current state of learning
- An understanding of the required future state of learning
- A detailed roadmap for building a company's next generation learning capability

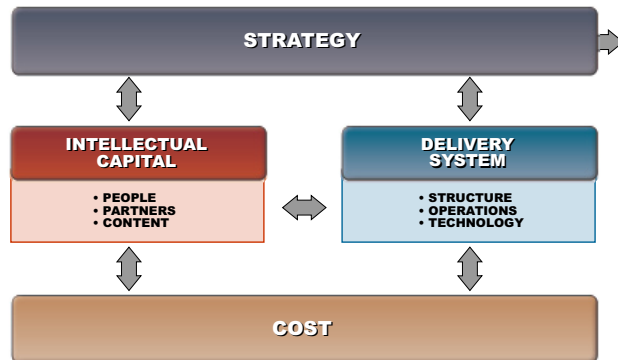
The Strategic Training Assessment offers a comprehensive view of a company's learning function in the context of the business challenges facing it. The assessment analyzes the following areas:

- Strategy
- Intellectual capital
- Delivery systems
- Costs

The assessment builds a clear blueprint of the required learning function and an action plan for achieving greater business impact through:

- Improved cycle time
- Cross process synergies
- Enhanced efficiencies
- Best practice processes
- Leading technology

THE ACS STRATEGIC TRAINING ASSESSMENT MODEL



ASSESSING THE CURRENT STATE

The LPO Strategic Training Assessment begins the process by evaluating the following areas of your business:

Strategy: in order to test the alignment of the learning organization's vision, strategy and goals with those of the business they are meant to support.

Intellectual Capital: in order to compare the quality of training staff, partners and programs to best-in-class.

Delivery Systems: in order to gauge the capability of training structure, operations and technology for efficiency and effectiveness

Cost: in order to determine the return on an organization's investment in learning services, staff and technology.

DEFINING THE FUTURE

With a comprehensive and fact-based view of the current state, ACS LPO works collaboratively with our clients to identify and prioritize opportunities for improvement and shape recommendations for change. Delivered through a detailed report that includes a full business case for change and supported with a collaborative working session, the Strategic Training Assessment energizes, focuses and informs our clients about the path to creating next-generation business impact through learning.

Opportunities may include:

- Expanded reach
- Increased quality
- Reduced cycle time
- Reduced risk
- Accelerated change
- Reduced cost
- Increased leverage of technology

Recommendations may include:

- Restructuring or consolidation of the training organization
- Reengineering or automation of processes
- Migration to e-learning
- Creation of shared services
- Identification of key metrics and measurement processes
- Program or curriculum re-design

CREATING THE FUTURE

In today's business environment the rapid pace of change requires leading companies to continuously re-evaluate both what they do and how they do it. ACS provides companies a clear comparison of their current capabilities to industry benchmarks and best practices, identifying specific opportunities available to them for improving or transforming their learning processes. ACS will make recommendations and provide implementation blueprints for process transformation to achieve improved value and efficiency. ACS always defines our success by our clients' success...adding business value by delivering acceptable levels of efficiency and performance.

"The ACS Strategic Training Assessment model provides an integrated and strategic process to help companies begin a successful transformation of their learning capability"

ABOUT ACS

ACS has been consistently acknowledged as a leader and high end provider by analysts from Gartner Inc. Brandon Hall, IDC and Nelson Hall. ACS has also been named in the "Top 20 Companies in the Training Outsourcing Industry" from 2005-2007, the 2006 and 2007 HRO Today's, Bakers Dozen for "Best" Training & Development companies, and as a 2007 winner of the "Learning in Practice" award for Learning Outsourcing by Chief Learning Officer Magazine.

ACS is the leading provider of learning outsourcing services to companies that consider people among their most valuable investments. We partner with our clients to help them increase the value their people provide, by deploying effective, efficient, and performance-based learning aligned with strategic business goals. Our clients include Ernst & Young LLP, Beckman Coulter, Cisco Systems, Canon U.S.A., Delta, Energy East, GM Europe, the Internal Revenue Service, Kraft, Network Appliance, Océ NV, Turner Construction, and many others. For more information on the IXP Learning Platform and which version is right for you, go to www.acs-inc.com/learning or email LPO@acs-inc.com

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