

ENERGEX

ENERGEX successfully uses IKM's training tests for mission critical learning programs

The Client

ENERGEX is one of the Australia's largest and fastest-growing organisations with more than 3800 staff working in a range of roles to supply electricity to a population of around 2.7 million people in south east Queensland. A top 100 Australian company with \$6.6 billion in total assets, ENERGEX has more than 80 years industry experience and is one of the most respected companies in the country recently winning awards for customer communications, its strong environmental focus and community safety.

ENERGEX's distribution area of 25,000 square kilometres includes more than 50,000km of underground and overhead electricity lines and cables, over half a million power poles, some 43,000 transformers and more than 290,000 street lights.

The Challenge

ENERGEX was finding its existing processes and infrastructure for its field staff to be highly inefficient and cumbersome. In a bid to improve productivity, customer service and work safety, ENERGEX wanted to replace its largely manual system with a Field Force Automation solution. Recognising the substantial impact this would have on more than 2,000 staff, ENERGEX engaged The LiTMUS Group as part of a consortium to provide change management services for the project.

One of the most significant challenges throughout the process was to nurture the field staff from one system to another. Any downtime or deficiencies of skills within the field team could have had large financial repercussions or put staff in danger. The LiTMUS Group needed to develop and execute a training program and establish its effectiveness with a high degree of accuracy. To do this, The LiTMUS Group required customized employee tests for post-training testing.

"We needed a knowledge testing system that was accurate, detailed, and reliable to minimise the risk of unskilled workers in the new environment and to optimise the training outcome," said Ian McRae, Partner - The LiTMUS Group.

“ We needed a testing system that was accurate, detailed and reliable in order to minimise risk. ”

Ian McRae, Partner - The LiTMUS Group.

The Solution

After an extensive review process, IKM was selected to provide customised post-training tests due to its powerful test authoring tool, IKM TestWrite™, and its ability to produce detailed test results with optimal result integrity.

IKM TestWrite™ is an easy to use, online solution that provides a secure and collaborative environment to develop tests based on IKM's unique adaptive assessment methodology. IKM's testing methodology quickly provides detailed knowledge profiles of the assessment-taker beyond a simple right or wrong answer or overall test score.

"IKM's assessments provide granular test results that allows us to accommodate the grey areas of knowledge that other assessments ignore", said Ian.

“ IKM's detailed tests results accommodate the grey areas of knowledge that other assessments ignore. ”

IKM's assessments also offered a high degree of result integrity as the tests are not available to the public, and therefore answers cannot be 'learned'. And given the powerful algorithms used to administer the questions, it is also unlikely that two people would receive the same questions, so no questions can be 'shared'.

Improve your training outcome using IKM's pre- and post-training tests.



"When you are dealing with process changes within companies like ENERGEX, mistakes could cost lives. We could not take that risk. We were confident that we could rely on IKM's test results for making these mission critical decisions," said Ian.

“ Within Energex mistake’s could cost lives. We were confident that we could rely on IKM’S test results for making mission critical decisions. ”

Addressing the attitudinal aspect of the change with the Field Staff through interviews and monitoring change curves, The LiTMUS Group also needed to address the knowledge level aspect.

Specific training content was developed based on the new processes inherent with the automated system, as well as how to operate the actual system itself. Essential job requirements of a field worker were also incorporated.

In parallel, IKM TestWrite™ was used to develop post-training tests that were mapped to the curriculum. Based on three core areas, Mobile Application, Dispatch Application and Workforce Availability, sub-skills tested included navigation, emergency functionality, scheduling, managing the fleet and daily tasks.

“Using IKM TestWrite™ allowed us to easily develop sophisticated tests that generated comprehensive test results based on Energex’s business processes,” said Ian.

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Acknowledging the high degree of expertise required by an ENERGEX field worker, The LiTMUS Group opted partially for a Train-The-Trainer approach so that the trainers could relate and empathise with their peers, as well as provide a self-sufficient training foundation going forward.

Thirty-four individuals were selected as trainers across six divisions (Network Evaluators & Dispatchers, Network Operations, Business Support Service, Distribution Services, Transmission Services, and Network Customer Services), with classroom-style training administered for an average of two to four days. Once trainers had completed the curriculum, they would have to complete IKM’s tests and achieve a satisfactory result before they were officially accredited as trainers for the new FFA system within ENERGEX.

“IKM’s tests gave us a guarantee that the trainers were operational with the right knowledge to educate the rest of the field team,” said Ian.

Accredited trainers then rolled out the FFA course to the remaining field workers using the same approach of incorporating post-training testing to verify sufficient and successful knowledge transfer.

The Results

The rollout of the Field Automation System has been very successful.

Over 2000 people were trained in three phases in four-week sessions, with all participants of the training achieving a 93 percentile or greater.

“Using IKM’s post-training tests on the trainers before they became operational was pivotal to the success of our program. For all ‘students’ to achieve a 93 percentile or greater is a fantastic testament to the quality of trainers that were developed using the post-training testing model,” said Ian.

The ENERGEX field staff has keenly embraced the new FFA system, with a notable improvement in process efficiency.

“IKM’s assessments were the only tests we felt were reliable for critical testing of this nature,” said Ian.

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