Tactic #1:
Perfect the Preliminary Study

Providing Valid and Reliable
Key Performance Indicators
(KPIs)

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Scope of Presentation

- ❑ TrainairPLUS Methodology – a systems approach

- ❑ Benefits of the Systems Approach

- ❑ Key Performance Indicators

- ❑ Challenges of utilizing a Systems Approach

- ❑ Expectations from a Successful Systems Approach

Preface

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TrainairPLUS Methodology

❑ TrainairPLUS Methodology – essentially a three stage, 7 step process...an enhancement of the standard Instructional System Design Model (ISD).
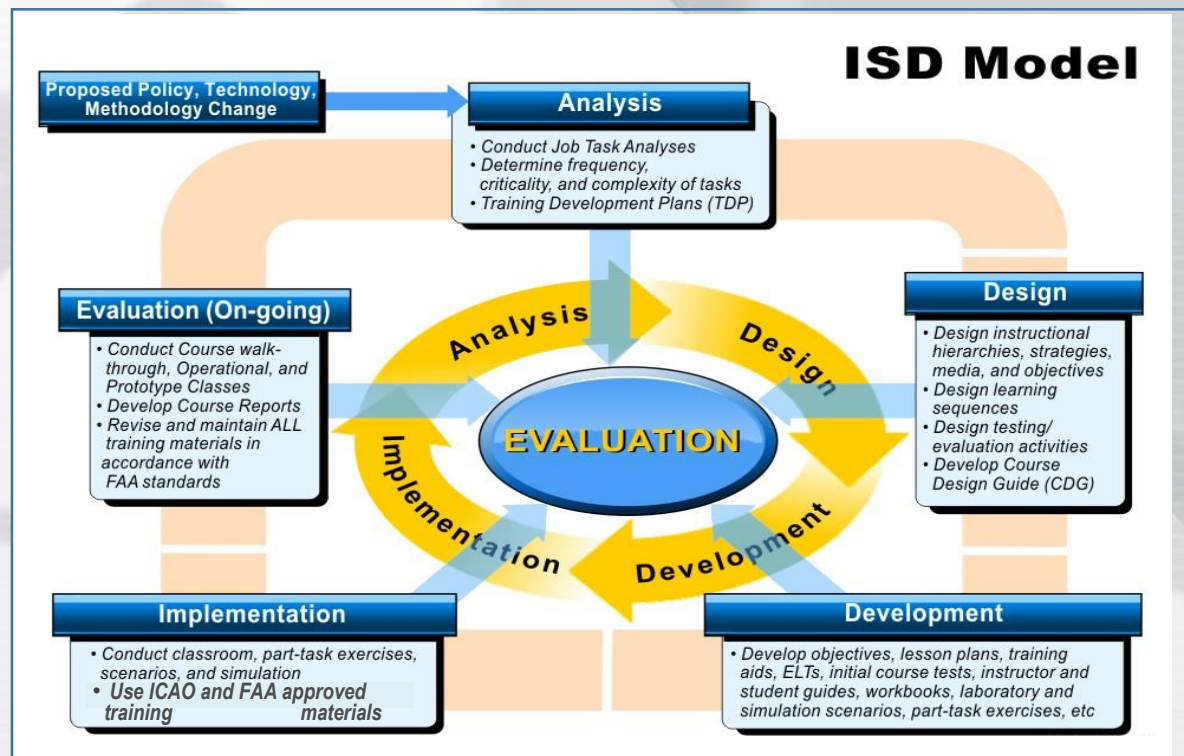
Figure 2.1 Instructional Systems Design Model

TrainairPLUS Methodology - continued

❑ TrainairPLUS Methodology:
- Stage 1 – Step 1 *Preliminary Study*
- Stage 1 – Step 2 *Job Analysis*
- Stage 1 – Step 3 *Population Analysis*
- Stage 2 – Step 4 *Design of Curriculum*
- Stage 2 – Step 5 *Design of Modules*
- Stage 2 – Step 6 *Production & Developmental Testing*
- Stage 3 – Step 7 *Evaluation*

TrainairPLUS Methodology - continued

- ❏ Stage 1, Step 1 – **Preliminary Study**
    - ▪ Problem Identification
    - ▪ Problem Analysis
    - ▪ Determine most Effective Solution
    - ▪ Plan for Course Development
    - ▪ Develop Evaluation Plan
    - ▪ Conduct Quality Assurance activity for Preliminary Study
    - ▪ Develop Key Performance Indicators (KPI)

❑ Key Performance Indicator

- Effective course design absolutely depends upon a comprehensive understanding of the **Key** development processes, **Performance** objectives and expected outcomes of the course...hence KPIs.

- What is a KPI? – A set of quantifiable metrics used by an organization to gauge the performance of an activity, department, ...or course...

WCG
The Washington Consulting Group, Inc.

TrainairPLUS Methodology - continued

☐ KPI metrics can be developed for two (2) major categories:

- High Level (HL) KPI – focus on over performance of organization/activity

- Low Level (LL) KPI – focus on supporting departments/activities.

NOTE: Course Designs are based upon the results of the ***Stage 1/Step 1 Preliminary Study*** which identify these KPIs.

TrainairPLUS Methodology - continued

❑ Examples of KPIs:

- ▪ High Level KPI:
  - ✓ Enhanced operational skill levels
  - ✓ Improved Organization Performance vs Cost
  - ✓ Improved Post-Course Supervisory Surveys

- ▪ Low Level KPI:
  - ✓ On-time Delivery of Course(s)
  - ✓ Improved Post-Course Student Surveys
  - ✓ End-of-Course Exam Scores

Importance of the Systems Approach

- ❑ Provides a structured configuration within which responsibilities are better defined
- ❑ Supports effective configuration management
- ❑ Allows for consistent application of course architecture
- ❑ Allows for standardization of curriculum and course structure, delivery and integration
- ❑ Supports program sustainability
- ❑ Minimizes or eliminates Bias in the development process
- ❑ Targets improved performance outcomes (KPIs) for individuals, groups (teams) and organizations

Importance of the Systems Approach

❑ Analysis using the Systems approach enables CDs to undertake
- Organizational performance diagnosis: ie
  - ✓ What are the desired performances?
  - ✓ What are the actual performances?
  - ✓ What improvements need to be made?
  - ✓ Link the training solution to the operational system

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Importance of the Systems Approach

❑ Document Work Expertise
- Gather information on existing expertise in the organization, teams, and individuals
- Record expertise requirements needed to meet the KPIs and perform on the job.

Challenges of Using the Systems Approach

- ❑ Proactive management support
- ❑ Course development costs can be inadequate
- ❑ Identifying accurate KPIs due to:
    - ▪ Poorly written job descriptions
    - ▪ Overlapping job tasks
    - ▪ Inaccurate organizational data
    - ▪ Inaccessible data

Expectations from a Successful Systems Approach

- ❑ Coherent, well-designed course material and course inventory
- ❑ More efficient course maintenance
- ❑ Training program planning more efficient
- ❑ Better use of Instructor/Course Developer resources
- ❑ Improved training outcomes
- ❑ Improved performance
- ❑ Sustainable Training Program

Workgroup Assignment

❑ Consider the development of a a ***Preliminary Study*** that will yield KPIs that can be used in post-training evaluation.

- Discuss the challenges and the tactics for identifying KPIs (High level and Low level)
- Decide on solutions and/or best practices
- Select a group spokesperson and present if called upon

WCG BEST PRACTICE

- ❑ Subject Matter Expert (SME) Identification
  - ▪ Requirements:
    - ✓ Must be knowledgeable with both operational and training background
    - ✓ Highly recommended by management and supervision
    - ✓ Available throughout course development
  - ▪ Advantages:
    - ✓ Assures course content reliability
    - ✓ Assures integrity of development process
    - ✓ Enhances training credibility within operational environment