



Questionmark Case Study

Schlumberger Tracks Training Effectiveness with Online Tests

Background

International oilfield services company Schlumberger tracks the effectiveness of its training using Questionmark™ Perception™. This enables the company to establish a uniform assessment mechanism across the organization as a whole. This adds a new dimension to the promotion process by using test results information as one of the criteria for career advancement. Multiple tests for each stage of employee development are fed into a central repository for ad hoc queries of test information and for overall reports and feedback.

Scenario

A large organization with a heavy emphasis on technical products and services like Schlumberger requires a strong training infrastructure to ensure standards are maintained at a high level. The training at Schlumberger is on-going, tracking staff progress over time. Furthermore, it is essential to the company that it be able to assess the effectiveness of that training. By implementing Perception across the organization, Schlumberger is able to develop multiple tests to be taken throughout the various stages of employee development and track the progress of each employee over time.

A major requirement at Schlumberger was web capability. Schlumberger has many offices spread across the globe and it is essential that the company be able to establish standards on a global basis. Only Web-based systems achieve this quickly and easily. As the first training system to offer the ability to customize tests and deliver them over the Internet, Perception was an ideal choice for Schlumberger. The ability to collect the resulting training information over the Web and store it in a central resource made the program ideal.

Training at Schlumberger

Schlumberger-RES runs a structured training program that begins when an employee joins the company. An introductory course is partially assessed via seven Perception tests that test understanding of the courses' theoretical content. Over the next six months these same employees must take a further 20 Perception tests; success in these tests is used to trigger the promotion procedures for the individual. After that, employees take another 20 tests within a 12 to 18 month period, each with a significant impact upon promotions.

Of course, tests of this kind are applicable largely to the theoretical part of the employees' training. Once that training moves into a more practical phase these tests have a lesser role to play. It is at this stage that a more hands-on approach is taken in the training process.

Results

According to Nick Copeman, summit training manager for Schlumberger-RES, "Already, approximately 10,000 tests have been taken using Question Mark's Perception and this has enabled us to have a uniform assessment mechanism across the company as a whole. It allows us to take a snapshot of who has done tests and provides us with a central repository for all test information. We have had no major issues with the software to date, and I can see it being used more widely within Schlumberger over time."

More information

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