

Securing a brighter future



Client/Location

UL/Northbrook, IL

Project

Training laboratory personnel on how to perform new processes

Highlights

- Identified areas of concern and created over 100 simulations in 25 curriculum areas, mostly within 3 months
- Deployed the micro-learning content onto UL's LMS and SharePoint site
- Produced job aid documents to supplement the visual learning material



Mastech Digital is a certified minority supplier with the National Minority Supplier Development Council.

Internationally-renowned product safety testing and certification organization required immediate assistance for a micro-learning project

Client Challenge

UL maintains over 100 product testing laboratories around the world. They were in the process of installing a comprehensive laboratory management system, which was highly-customized. This system replaced an older, more limited laboratory management system used by a few locations, a variety of spreadsheets, and many manual processes. Most lab processes would change for thousands of laboratory employees across the globe. Laboratory personnel needed to be prepared to perform their jobs using the new system on the system go-live date.

The facts that the audiences were large and globally dispersed made face-to-face training impractical. The definition of roles and their responsibilities across the company was inconsistent, making role-based training impractical. Although the audiences were global, the training was to be done in English.

Mastech Digital Solution

Because of the problems with inconsistent roles and responsibilities, Mastech Digital's consultants recommended short micro-learning courses for specific processes. Mastech Digital's consultants worked with the client to identify 110 processes in 25 curriculum areas.

Mastech Digital provided three instructional designers to create 110 simulations for the identified operations. Simulations included both text captions and audio narration to maximize retention, particularly with international audiences. Simulations were deployed in the client's LMS as tracked courses, and also on SharePoint for later reference. The tool used to create the simulations also produced job aid documents which were also deployed on the reference SharePoint site.

Outcomes

UL was extremely pleased that the library of micro-courses could be created in a relatively short time. They appreciated the fact that users could take just what they needed when they needed it, and easily review a process whenever they needed.