

Global Training & Learning Operations Learning Administration 2019 IN REVIEW

Johnson & Johnson

75%

Customer Satisfaction +
response rate

93%

Technical Operations
queries solved

0

Regulatory findings leading
to business interruption

4.2

Average Customer
Satisfaction
Score

10

Enterprise wide rollouts to
all employees or contractors

310

Key Users engaged via Key
User Engagement program



GS Awards finalist and
overall 2nd place in
x-regional category



Playbook development and
rollout for large or
enterprise programs



Successful launch of
Technical Operations
Tracker



Backlog Project clearing
500+ cases from go live
within 2 weeks

SUMMIT

43,800

AskGS and
IRIS Cases
YTD

81%

Of team recognized
with Inspire award
since Inspire go live