



## SUCCESS STORY

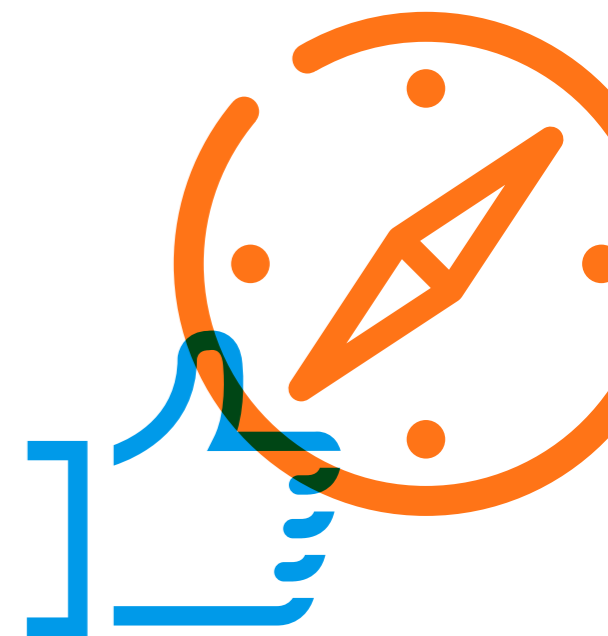
**With digital training management**

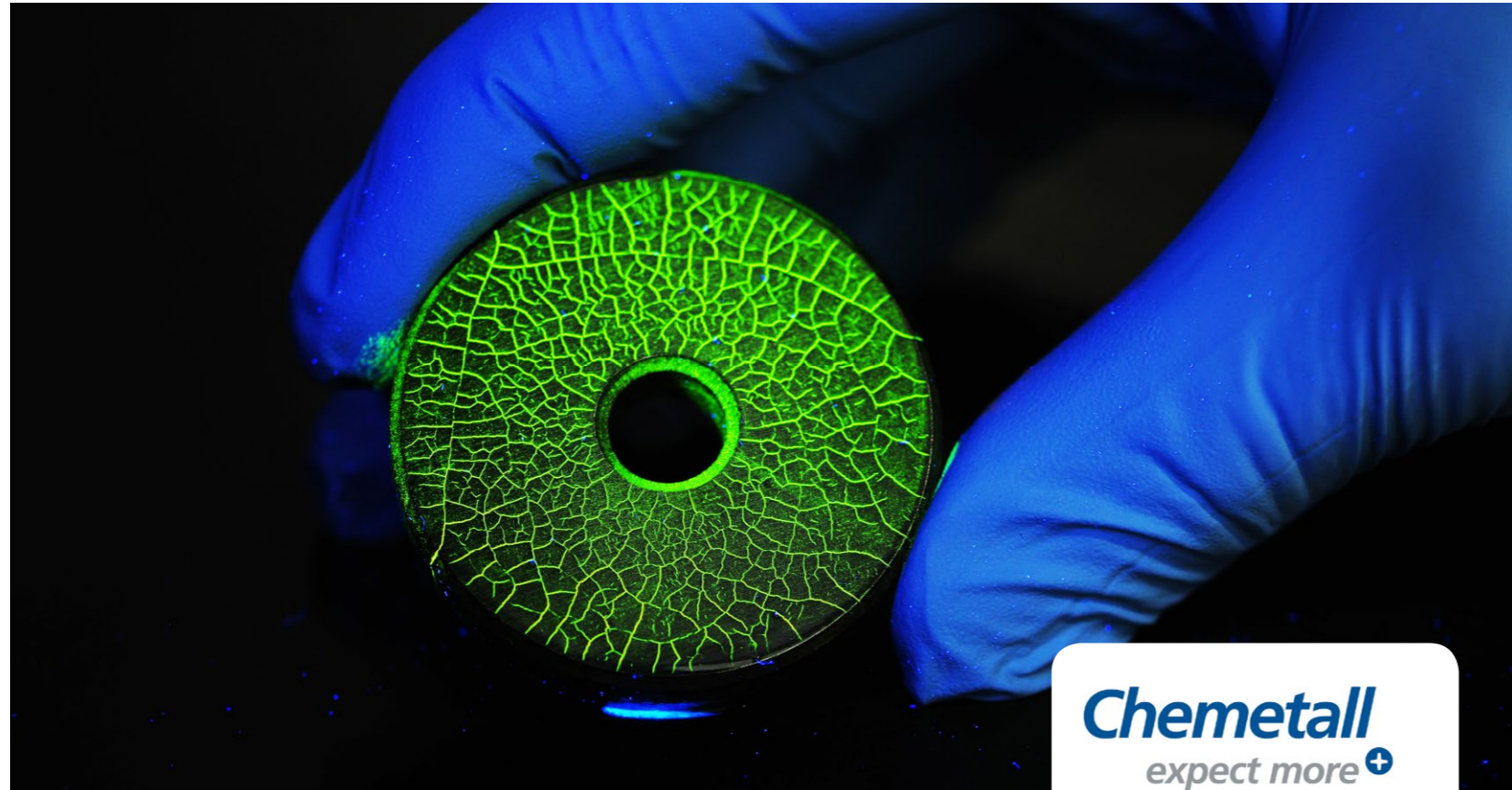
**CHEMETALL SAVES ON**

*manpower, stock and storage space for archiving*





*As a chemicals company, Chemetall is directed to undertake standardized compliance training. Since the migration from paper to the Success-Factors Learning Management System training processes have become more transparent and employee-focused for everybody involved.*






### Facts and Figures

 **Sector**  
Chemical Industry

 **tts services**  
Consulting

 **Number of users**  
550 employees

As a specialist for technological and system solutions in surface technology Chemetall GmbH has for more than 30 years offered its customers tailored solutions for the cleaning, sealing, corrosion protection and treatment of metal surfaces. The globally active

company has its headquarters at Frankfurt am Main and employs 2100 people in 40 subsidiaries and production centers. In 2013 the company had worldwide revenues of € 592 million.





## The challenge

Until mid-2014 Chemetall's entire training management was manually based: invitations, lists of participants and approval processes were only available in paper form. In a chemicals company with many legally mandatory training requirements, that had become outdated. On average, each employee takes part in around ten events per year (ranging from one hour to several days). That adds up to 3000 training attendances annually. Processing and archiving paper was error-prone, non-transparent, non-ergonomic and manpower-intensive. It also required a lot of storage space. In addition, there were no defined processes about how employees were informed about their participation in training, which led to problems in communication.

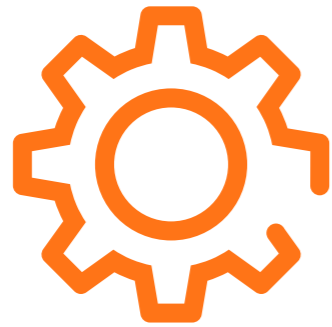
1500 mandatory training courses are prescribed by the legislator, for example for the transport of hazardous materials in private vehicles, safety briefings, data protection, health & safety at work etc. These have to be refreshed on a regular basis. According to compliance regulations, proof of participation and certificates must be stored for 30 years.

## The project

Chemetall has migrated its entire training organization to the SuccessFactors Learning Management System. Only the digital lists of participants are printed out and signed as part of the attendance control procedure. From October to December 2014, in other words inside just three months, and with a personnel input of merely three persons, all of the courses, seminars and workshops

could be entered into the system. The time pressure stemmed from the fact that Chemetall planned a clear break between paper and digital learning histories on 1 January 2015. This tight time framework was respected – not least, because tts brought best practice recommendations to the workshop and many questions could already be clarified in advance.





## Optimized learning systems

### The implementation

In a feasibility workshop Chemetall's requirements for the convertibility into SuccessFactors Learning were examined, also with regard to data protection and the works council. In a subsequent workshop **tts** presented some best practice examples with regard to system configuration, such as role and authorization concepts, catalog structures and so on, and adapted these to Chemetall processes. Following



## Individual learning profiles

the basic configuration of the system by **tts** the project team set up courses covering topics such as the transport of hazardous materials in private vehicles, product liability and first aid in SuccessFactors Learning. With support from **tts**, the Chemetall project team defined profiles that assigned the relevant training for each employee. To prepare the Chemetall team for working in the system, **tts** conducted administrator



## User training

training. Chemetall employees were also involved in the testing. The experiences gathered here served for the preparation of a 30-minute end-user training, which was offered two days before the go-live. Employees were prompted to take part in the training with banners, a screen display and via the intranet.





## The benefits

### ✓ Up-to-date learning management

Training management with the Success-Factors Learning Management System places less demand on working capacity, is up-to-date, transparent, easy to understand and less error-prone.

### ✓ Identification of individual training requirements

Each employee has a personal, digital learning history, which managers can see with a mouse click, without having to ask the personnel department. Training requirements can be identified better; it is easier to respond to requirements and, in the event of long waiting lists, to offer alternative appointments.

### ✓ Saving time and expenses

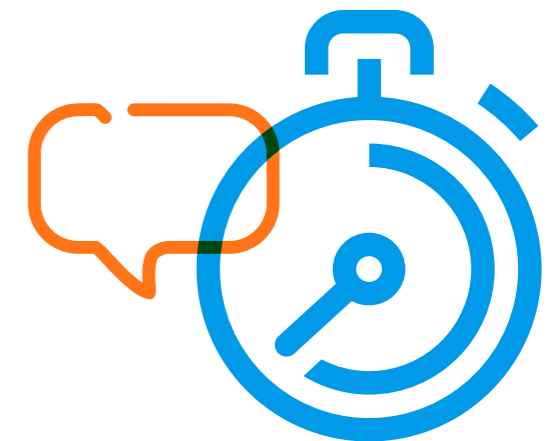
Digital training management enables shorter response times, saves storage space and is good for the environment. The notification and refreshing of safety-related courses are now managed automatically in the system, which means an enormous reduction of the work demands on the training team.

### ✓ High level of acceptance

The feedback from employees across all age brackets and hierarchy levels was very positive. A further advantage: the project required fewer personnel resources than planned and remained, thanks to the collaboration, below the anticipated budget by about a third.

*“Thanks to the professional consultancy from tts we were able to complete the project in just three months and stayed well within the anticipated budget.”*

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# tts

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We're happy to help!

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