



New Horizons Training Success Case Study

Overview

Client

Toyota

Partnership Across Departments

Partnering for over 6 years, New Horizons has delivered solutions to Toyota Racing, Toyota Financial Services and Toyota Material Handling

Solution Description

New Horizons has delivered flexible and customizable solutions ranging from technical training, applications training and graphics training.

Value for Toyota

Quantitative improvements in productivity and quality through customized classes, flexible schedules, and the availability of facilities.

Measured Benefits of New Horizons Training:

- Over 200 employees attending training in over 100 classes at over 30 locations rated New Horizons training with over 80% in their satisfaction rating.
- Over 67% of Toyota employees reported experiencing significant knowledge and skill gains immediately after the training.
- ROI is predicted to be \$4 for every dollar invested through improved quality and productivity gains on the job.
- Over 60% of employees had significant productivity gains as a result of training.

New Horizons Drives Toyota to Flexible and Impact-Oriented Training

Background

Toyota Corporation is Japan's #1 carmaker. Toyota Motor Sales, U.S.A. (TMS) is the US sales, distribution, and marketing unit for Toyota Motor's Toyota, Lexus, and Scion brands.

New Horizons has been a partner to Toyota and Toyota Motor Sales for over six years servicing their field operations training needs. New Horizons has been providing quality technical training to Toyota Racing development for the past five years, has brought new employees of Toyota Financial Services up to speed with applications training and delivered innovative graphics training to Toyota Material Handling which resulted in a 100% return on their training investment.

As a valued partner to Toyota, New Horizons is a driver of change on critical initiatives at Toyota. New Horizons does this by consistently delivering flexible and high quality training. More important, as the preferred information technology training vendor to Toyota, New Horizons has quantitatively improved business results such as productivity and quality. Furthermore, when compared against the average performance of IT training vendors, New Horizons consistently performs above the training industry benchmark.

New Horizons Rigorous Measurement Process

New Horizons deploys a rigorous and objective measurement approach for all of its training around the world. New Horizons is one of the pioneers in the adoption of a third party learning measurement tool known as Metrics that Matter[®]. Metrics that Matter[®] is an evaluation tool that measures the quality of learning programs and forecasts the impact it will have on the individual and their organization's business, including a financial ROI. The tool then deploys follow-up evaluation to track actual impact, linkage to business results and ROI when learners are back on the job.

Benchmarking Motivates by Example

New Horizons sets the bar high for its training solutions. Using the Metrics that Matter[®] tool the organization rigorously benchmarks itself against other commercial information technology training providers.

The data independently collected by Metrics that Matter[®] using identical evaluation instruments and processes as competing IT training companies consistently ranks New Horizons training in the Top 10 among all Microsoft Certified Partners. For example, in June 2006 New Horizons Centers made up 50% of the Top 10 Microsoft learning providers for technical training based on customer satisfaction scores collected from Metrics that Matter[®].

As a result of the commitment to the critical evaluation of their training it is easy to see why Toyota employees have been satisfied with New Horizons training and felt the change it has made in their day-to-day jobs. In fact, over 200 employees attending training in over 100 classes at over 30 locations rated New Horizons training with over 80% in their satisfaction rating. The industry average from Metrics that Matter[®] for learner satisfaction after training is 76%. This indicates that Toyota employees were more satisfied with their New Horizons training experience than those who received training from other training companies.

New Horizons Impacting Business Results

A key performance indicator for learning is effectiveness of knowledge and skill transfer. The greater the transfer the more conducive the training was to meeting the client need. Over 67% of Toyota employees reported experiencing significant knowledge and skill gains immediately after the training. This is a leading indicator of the type of effect the gains will have on workforce performance at Toyota.

Two specific business results directly attributable to the training received by Toyota employees through New Horizons are on-the-job quality and employee productivity.

As an example of on-the-job quality gains, Mike Johnson, the divisional training manager for Lexus and Toyota recalls when Toyota implemented a new process orientation program for dealers. One element was for dealers to create flow charts using Visio. At first, "The flowcharts prepared by the dealers were like driving into a ditch," commented Mike. So he called New Horizons and said he needed Visio training yesterday. Within a matter of days New Horizons customized the training and delivered it. Per Mike, "The training allowed the dealers to drive around the ditches instead of into them when it came to flowcharting." That's significant quality improvement. That's why nearly 50% of Toyota employees report significant quality improvements as a direct business result accruing from New Horizons training.

The impact of New Horizons training on productivity is demonstrated by a case of a field person migrating to a new job at Toyota. In her new role she needed to create Websites as a communication vehicle delivering critical information to Toyota employees. In the beginning she looked at FrontPage software "like a deer in the headlights," per Mike. New Horizons assessed her specific training need and provided her with a professional instructor to teach her FrontPage. New Horizons supported her back on the job with books, CD's, Web-based resources and even a training consultant she could call for on-the job coaching. This permitted her to quickly become skilled using the technology and allowed her to fulfill an urgent business need to develop a travel Website. In fact, her Website was so impressive it won a national award at Toyota for web design!

The above is an excellent example of how New Horizons training improved employee productivity. That is why data from Toyota employees on New Horizons training reports that over 60% of employees had significant productivity gains as one of their many business results impacted from the training.

Cost Effective and Flexible

A significant advantage to partnering with New Horizons for training needs is their commitment to being cost effective and flexible. A predicted ROI on the training shows that for every dollar invested by Toyota in New Horizons training, they receive \$4 back in improved quality and productivity gains on the job. The dealers who had higher quality Visio flowcharts and the employee who won an award for website development are examples of these results which could not have been achieved without the assistance of New Horizons.

From a flexibility perspective, New Horizons helps Toyota meet their business needs by offering flexible schedules, customization of classes and even renting their facilities to Toyota for training if they need it. Per Mike, "They have centers everywhere and simply offer incredible flexibility to us."

The Future

As Toyota's needs grow and change, New Horizons will continue to be a stable partner ready to help at a moments notice. Mike has already met with New Horizons to discuss his upcoming training needs. New Horizons understands Toyota values flexibility, affordability, quality, and impact when it comes to a training provider. On all levels, New Horizons has and will continue to deliver value.

About New Horizons Computer Learning Centers

Anaheim, California-based New Horizons Computer Learning Centers was named the world's largest independent IT training company by IDC in 2004. New Horizons is a subsidiary of New Horizons Worldwide, Inc. Through its Integrated Learning offering, New Horizons provides customer-focused computer training choices with a wide variety of tools and resources that reinforce the learning experience. With more than 275 centers in 55 countries, New Horizons sets the pace for innovative training programs that meet the changing needs of the industry. Featuring the largest sales force in the IT training industry, New Horizons has over 2,100 account executives, 2,400 instructors and 2,100 classrooms. For more information, visit www.newhorizons.com.