

Case Study

Due to restructuring around four or so years ago Andrew Ltd closed their existing Training Dept which was local to Scotland & re-developed it under the Corporate Banner with backing. My own brief at that time was to re-create the Training Dept to a lean, cost-effective and efficient asset for our UK and European Business units (EAME). This was completed in part by a massive internal re-structure, within that brief was obviously to attempt to obtain good quality local providers.

During the transition/building period it is fair to say that most of the more prominent Training Providers in Scotland & indeed the UK were accessed by Andrew.

Carnegie Enterprise in Dunfermline consistently out performed any of the other providers, costs are fair and most importantly Carnegie Enterprise are very focused and switched on to the business needs of Commercial Industry. This is demonstrated in a number of ways, let me explain. Andrew Ltd is a fast moving Corporation within excess of 1200 Employees worldwide of which 3500 are based in (EAME). Included in our European structure are a number of Business Units which often require cost-effective detailed courses to enhance requirements; this can be for individuals or groups. It was quickly ascertained that Carnegie Enterprise had an excellent standard of Professional Trainers who have a varied, flexible approach with timescales etc. This was perfect for Andrew as we have a number of different Shift Patterns.

Content of Carnegie Enterprise standard courses are excellent and courses which are developed and tailored to our requirements are First Class. As an example, one of Andrew requirements is to achieve a highly trained workforce to internal, common and International Standards, e.g.: ISO 9000, 14001, so an Internal Training System was developed to conduct and monitor this programme with employee re-certification every 3 years. The Certifier Training Programme which ensued was developed with the involvement of Carnegie Enterprise. Carnegie Enterprise conducts this programme which has currently rolled out to our facilities in Scotland, the Czech Republic & Goa, India. This training is generally conducted over 4 days and involves a very pro-active approach for the participants, with Case Studies, Group Projects, Problem Solving, Assessments & Presentations, as do many of our other programmers.

The Andrew Training Dept consistently monitors provider course content through an internal feedback system & as stated earlier Carnegie Enterprise consistently receives excellent ratings. Further, Carnegie Enterprise's Knowledge Base is second to none, this combined with Carnegie Enterprise's understanding of "how we work" has defined and evolved Andrew and Carnegie Enterprise together to a current position of co-partnership where Carnegie Enterprise are always offered first choice.

*Controller, Training & Development
EAME*

