Understanding Quality Audits

Company

A North American multinational firm specializing in networking hardware products.

Objective

The client wanted a learning solution to be created from their existing ILT material on their Quality Audit process. The challenge was that the project had to be completed and delivered within a short time span of a month.

Employees

9,500 employees globally (2018)

Solution

Origin recommended an interactive eLearning course that learners could take at their own pace and convenience.

Revenue

US$848 million (2017)

Impact

All employees were able to take up the program on the Quality Audit process before the external audit process started.

The Client

An American multinational corporation focused on building networking products and allied hardware and software that focuses on future-ready networking solutions.

The Challenge

Quality audits are an integral part of the growth and development of any organization. The client followed the practice of regular internal and external audits. The business requirement was for a quick eLearning solution, which they could deploy for all their employees. The key goal being that all employees were aware of the required protocol to be followed when the 'Quality Audit' happened.

In this scenario, the client offered a fair bit of information and offered guided support via a Subject Matter Expert. The primary challenge for Origin was to design and deploy the eLearning program before the external audits started at the client's offices. In one of our fastest projects from inception to delivery and deployment; the complete process took less than 40 days.

The Solution

The ID Team decided to go with a scenario-based learning model, which placed the learner in five to six different scenarios where the Quality Audit Team would interact with the employees. The learning program was modelled to incorporate the right response by the learner/employee in each scenario. With elaborate ILT-based content given by the client, Origin's ID team created an engaging storyboard with SME-support and once the storyboard was approved the eLearning program was created and deployed for the client.

The Impact

The timely completion and deployment of the eLearning solution meant that all employees were ready to face any questions posed by the Quality Audit Team and work continued seamlessly at the client's offices across the world without any delay or interruption. The client appreciated Origin's quick turn-around time and delivery of a high-quality eLearning program that exceeded their expectations and turned into a benchmark for their internal quality audit processes as well.

Graphical Representation of the Project

1 Course	Duration 30 minutes	Development Time 200 hours
Visual Designer -1	Project Manager - 1	Instructional Designer-1