



SimplyMustard

Thomson Reuters Thailand Ltd. (TRTL)

Thomson Reuters Thailand uses IKM to improve its training effectiveness

About Thomson Reuters Thailand Ltd

In April 2008, Thomson, a company specialising in legal, tax and accounting services acquired Reuters to form the world's leading source of intelligent information for businesses and professionals. Thomson Reuters combines industry expertise with innovative technology to deliver critical information to leading decision makers in the financial, legal, tax and accounting, scientific, healthcare and media markets, powered by the world's most trusted news organization. It does this through open technology enabling customers to search, store, integrate and manage the ever-increasing volumes of market data. With Information Technology (IT) as the foundation for Thomson Reuters product and service delivery, a high level of skill in the IT department is demanded.

The Challenge

Prior to the acquisition, Reuters Software Thailand Ltd (RSTL) was one of the main strategic software development centers supporting the rest of the world, employing over 1200 IT professionals. Experiencing a rapid growth of 420% over three years, the emphasis on recruitment, and staff learning and development dramatically increased.

A need to further develop its recruitment and training procedures was required to ensure the right candidates were selected and the appropriate training programs were delivered. RSTL looked to IKM to provide the capability to more accurately assess and train new and existing employees.

The Solution

After a thorough evaluation of the assessment solutions in the market, RSTL selected IKM due to its powerful testing methodology and detailed test results. With unlimited access to over 250 IT tests within the IKM range, RSTL was in a position to identify the most technically qualified candidates, verify the skills of IT staffing consultants, and determine exact training requirements of its IT professionals.

"IKM offers the most reliable solution to determine the skill levels of our IT candidates, vendors and employees at a detailed level. Its unique testing methodology and ease of use allows us to deliver on our training objectives within the Learning and Development Department," said Chanjaroon Jiwattanakul, Learning Manager and Lead Resource Development Manager at RSTL.

IKM offers the most reliable assessment solution to determine the skill levels of our IT candidates.

Using IKM's assessments, RSTL developed a complete training and recruitment roadmap to fine tune and maintain the skills crucial to the IT operation. These skills included languages such as C++, Java, .Net, C#, Visual Basic and Windows Programming, and also included operating systems such as Windows, Linux and Solaris.

Initially RSTL tested a sample of employees to establish a benchmark for ongoing skills management, with test-results being available instantly at an individual, group, or skill level.

Once RSTL identified a benchmark, IKM's assessments were rolled out in a classroom or remote environment to determine overall strengths and weaknesses across the department.

To optimize the efficiency of the process, small pre-requisite assessments were used to identify any knowledge gaps and execute bridging programs, prior to employees attending full training programs. Employees can only proceed with further courses once the benchmarked TeckChek score is achieved.

Skills are categorized into beginner, intermediate or expert. Utilizing the skills of those who achieve strong test-results, mentors are assigned to those who need more support.

This not only provides an effective way of transferring existing knowledge, but also offers a cost effective way of executing training.

To ensure that the roadmap stays on track and to validate ROI, RSTL has the option to reassess its people several months after training to measure the effectiveness of its programs and to improve them over time. Should the expected knowledge level not be achieved, additional courses are prescribed, followed by further testing to ensure progress is made.

"By conducting post-training testing, we can further customize and improve our training programs which we were not able to do before," said Jiwattanakul.

The Results

After initially accessing IKM's assessments for only four weeks, RSTL reported significant gain, having shortened the assessment customization cycle by over 95%.

"IKM is easy to use and allows you to perform tasks more quickly than before. We can now customize assessment programs in minutes. Before using TeckChek we would spend over four hours building a test, and then we would have to benchmark and administer it. That could take weeks," said Jiwattanakul.

Using IKM we have shortened the assessment customization time by over 95%.

Following the acquisition of Reuters, Thomson Reuters continue to use IKM and is now in a position to identify the right candidates for specific projects. Ensuring you have the right person on a project is paramount to success. Without IKM it was difficult to ensure that skills matched the project requirements.

Two years on, Thomson Reuters has seen an increase in knowledge uptake as well as a reduction in wasted training.

"As the staff are included in the test-results reviewing process, they are motivated to do well. This has improved the desire of the trainees to actively remain informed, improve their skills, and make a concerted effort to absorb training material," said Jiwattanakul.

With the added ability to identify weaknesses, unnecessary training programs are eliminated. "With the ability to identify staff that are already skilled, much of the classroom training programs are waived, offer a huge cost and time saving to the department," said Jiwattanakul.

An unexpected result of incorporating IKM's assessments is the ability to identify employees with exceptional flair, offering Managers the ability to nurture these skills and optimize their contribution to the team.



"IKM's assessments have allowed us to discover hidden talent within our company. Many outstanding skills have come to light that would not have been predicted by observing behavior or team interaction," said Jiwattanakul.

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Charles Jennings, Reuters Global Head of Learning based in the company's London headquarters believes that IKM has helped Reuters make significant improvements to its training and development capability. "IKM has played an important part in allowing Thomson Reuters to stay ahead of the curve in employee development in a competitive and fast-moving marketplace," said Jennings.

Using IKM assessments within the training process increases trainees willingness to improve skills and absorb training material.

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