

AN ELEARNING CASE STUDY ONLINE TRAINING SAVES COMPANY A MILLION DOLLARS



CHALLENGE

After being spun off from Ingersoll-Rand in 2005, Dresser-Rand was left with “no training and development organisation, no leadership training, no technical training, no performance management system, and no way to capture knowledge across the company,” explained Jeff Grenzer. In other words, we had to start from scratch an entire programme in 14 languages for over 5,500 employees in 26 countries and over 50 locations.” Jeff continued, “Without a centralised training and development group to develop a global strategy Dresser-Rand relied on 637 training vendors worldwide. The company was spending an incredible amount of money and the learning was never measured. Subject Matter Experts and engineers became trainers. Succession planning was non-existent, and basic training policies had not been developed. With 40 percent of our workforce becoming eligible for retirement in less than four years, the organisation’s future success depended heavily on our ability to create and maintain a learning and development culture.”

SOLUTION

Dresser-Rand selected the e-learning system from DuPont Sustainable Solutions because of its total value proposition. Specifically, Dresser-Rand implemented the Learning Management System (LMS), interactive courseware and the authoring tool – which have provided them with:

- The flexibility to create D-R specific training aligned to its strategic business plans and people development plans
- Online, just-in-time training without incurring travel and related expenses along with minimising lost production
- Outstanding support by the DuPont Sustainable Solutions team.

DuPont™ eLearning Suite

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RESULTS

DuPont's e-learning solution was rolled out in conjunction with the Dresser-Rand University, and the feedback has been very positive. It has provided D-R with the freedom to create and upload required training quickly and easily – while decreasing training costs, including travel expenses and lost work time. According to Jeff; “Dresser-Rand will benefit from a cost avoidance of approximately \$1 million this year”.



DuPont Sustainable Solutions
TRAINING SOLUTIONS

CONTACT US TODAY

Freephone from UK 0800 169 3084
or + 31 (0)24 374 33 90
info-uk@training.dupont.com



www.training.dupont.co.uk
www.sustainablesolutions.dupont.co.uk

DRESSER-RAND

Location: New York with headquarters in Houston, Texas

Products and Services Provided: Compression equipment for the energy industry with a heavy concentration on gas and oil; services include upgrades, revamps, parts and maintenance

Number of employees: 5,500 at nearly 50 locations