

## **Client : A Pharmaceutical Industry Leader**

### **Product / Services:**

Assess™ for skill gap analysis

### **Challenge:**

The Client wanted to test all its employees in Products, Industry, Company, Incentive Structures and Promotions criteria. The main objective was to do Training Need Analysis (TNA). But the problem was that the employees were dispersed in eight zones with each zone having 65 to 70 branches. Hence, the training team would have to travel all over India and spend several days taking the tests or the employees had to be called to a central location. Both these would have been time consuming and expensive affairs. Moreover, it was difficult to collate all these data and compile a report and then send it to the management.

### **Benefits :**

- The client was able to test all its employees irrespective of its location
- The employees could take the test from their respective branches
- The client could monitor the test and get instant result and generate reports based on different criteria such as zone, designation, branch etc for performance analysis
- They could export the result in the excel format and send it to various departments instantly
- The client could actually do skill-gap analysis based on products, services, commercial knowledge and selling skills. This helped to identify training gaps and design training programs
- The solution provided by GOLs helped the client save significant costs towards travelling, lodging, boarding as well as the opportunity cost of staff being away from home location and hence losing out business

### **Solution:**

We offered them the solution using Assess™ with due customisation. On the test page the employee had to enter the employee Id and the access key provided by GOLs, then he was taken to the registration page where he had to enter his personal information such as name, date of birth, designation, zone, branch, branch code, address. All these data were captured and verified by the admin. After this the employee had to take a demo test and then the actual test, which needed to be finished within the prescribed time. Once the submit button was pressed, test score appeared with the option of seeing the attempted answer vis-à-vis the correct answer. The admin could generate reports based on various criteria like name, employee ID, date of registration, date of test taken, zone, branch, branch code, pass, fail, percentage scored. Admin. could also see the questions attempted by the employee and the correct answers and upload, edit the question bank, besides adding zones and branches.