



Managing Instructors, Course Materials and Quality

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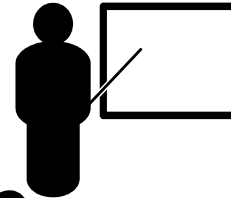
Sun Microsystems Limited



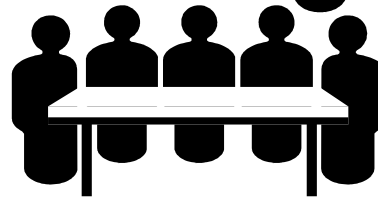
Q. What are we managing?

A. Technical Training.....

- Instructor



- Classroom



- Equipment



- Course Materials



- Administration



Q. What have we outsourced?

A. Delivery

- Instructor → Outsourced
- Classroom → Outsourced
- Equipment → Outsourced
- Course materials → Sourced from Sun HQ
- Administration → In-house

Q. How do we manage delivery?

A. Measure and Control

- Tools
 - Partner agreements (LSA – Local Service Agreement)
 - Audits (+ Standards & Information)
 - Accreditation
 - Quality system (EPES)
- People
 - Business managers
 - Partner Support Engineers
 - Quality org. (CAT – Customer Advocacy Team)

Q. How do we manage delivery?

A. Measure and Control (2)

- Processes
 - Partner Portal
 - Interfaces
 - Schedule
 - Course Information (2 way)

Tools – Partner Agreements

- Master Agreements and Local Service agreements covering:-
 - Commercials
 - Facility Standards
 - Equipment Specifications
 - Course revisions
 - Instructor database v accredited course
 - Scholar – database to record all events, suppliers, locations, instructors (and equipment)
 - Quality goals

Tools - EPES (Education Post Event Survey) – 12 Questions

- Registration

- Facility

- Technical expertise

- Teaching capability

- Preparation

- Equipment

- Lab exercises

- Course materials

- Applicability

- Course description

- Content

- Overall

Tools - EPES system

- All classes registered on our admin and quality system
- End of class survey online – simply need internet access

Tools - EPES & 6 sigma

99.999938% of the population

- Sun is a manufacturing company
- All divisions use the 6 sigma methodology for customer satisfaction including services
 - Method focuses on defects
 - Quantifies them as a per million fraction (as opposed to a percentage)
 - At 6 sigma there are 3 defects per million opportunities

Tools - EPES & 6 sigma

- Each question to each student is an opportunity (to succeed or fail!)
- e.g. a class of 10 students gives 120 opportunities
- On the “Happy Sheet” 3 and below are failures
- If 3 students gives us 2 “hits”, we have 6 hits total
- i.e. $6/120 \times 1,000,000 = 50,000$ DPMO
- Or expressed as % satisfaction = $114/120 \times 100 = 95\%$

People & Organisation

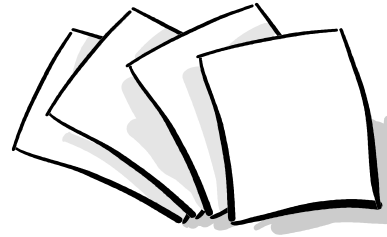
- Country Managers (Sun)
- Regional Leads (Partner)
- Partner Support Engineers
- Customer Advocacy Team
 - Quality Lead (HQ) (Partner)
 - Quality Manager (HQ) (Sun)
 - Quality Manager (EMEA) (Sun)

People & Organisation - Processes

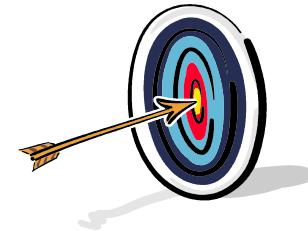
- Monthly, Quarterly and Annual Quality Targets
 - 2% improvement per quarter
- Annual contract review and Audits
- Monthly reviews – Quality Review Board
- 2-Quarter clauses
- Summaries (including actions) sent to Senior VP in Sun
- RSI – recommend Sun Index

Summary

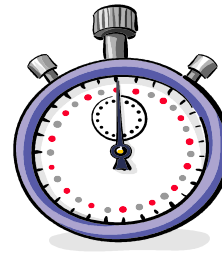
- Contracts



- Targets



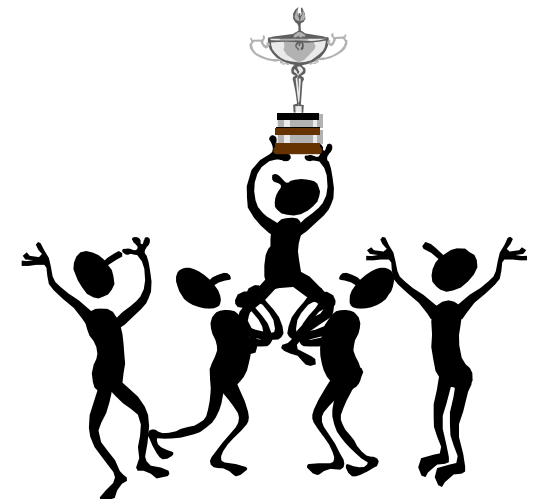
- Measurements



- Feedback



- Support





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