

KnowledgeAdvisors Case Study

A Global Approach to Measuring Learning

Case Study at-a Glance

Company: Swiss Re

Industry: Re-Insurance

KnowledgeAdvisors Solution:

Flexible programme measurement with consistent roll-up metrics

Population:

Learners from training centres across 45 global locations

All stakeholders benefit from consistent measurement.

Metrics that Matter provides each of the formal training centres their own results while still providing the Academy an over-arching view of the organisation's performance.

Advanced reporting in Metrics that Matter puts key metrics only a click away.

- 85% of learners were satisfied or very satisfied with the learning experience – significantly higher than the Metrics that Matter benchmark of 77%.
- The Munich and Rome locations scored a 4.6 and 4.7 respectively out of 5 for overall performance – significantly outperforming the Metrics that Matter benchmark of 4.3.

Swiss Re Focuses on Consistency to Ensure Quality

About Swiss Re

Founded in Zurich, Switzerland in 1863 Swiss Re operates in more than 25 countries and provides its expertise and services to clients throughout the world. Upon acquisition of GE Insurance in 2006, the Swiss Re Academy was established to combine the various learning units, Swiss Insurance Training Centre and The Insurance Leadership Institute. Formal training centres are located within three regional hubs; Swiss Re Academy Europe, Swiss Re Academy Americas, and Swiss Re Academy Asia.

Provide flexible options but use consistent approaches...

With its expanded global reach, Swiss Re's focus has been to ensure that learners are provided with a consistent training experience across the three Academies. Using a consistent measurement approach helps achieve this goal; consistency ensures that programmes can be accurately compared and improved across the Academies.

Implementing a global measurement process involved multiple individuals across the Academies and was no small undertaking for Swiss Re. Each stakeholder had his or her own vision for how programmes should be evaluated. However, Swiss Re also recognised that a standardised approach was necessary to analyse and take action on the data at a global level.

Swiss Re worked with KnowledgeAdvisors to implement a standard measurement process that provides flexibility at the programme level while easily rolling-up results by Academy and across Swiss Re.

Make measurement meet your needs...

The diversity of Swiss Re's programmes and Academies required a measurement approach that included flexible options for measurement. Metrics that Matter is able to automatically provide different variations of a standard survey that matches the requirements of the programme.

Mandatory programmes, or programmes that do not require extensive feedback, are evaluated with a condensed version of a standard survey. Highly visible and costly programmes are evaluated with a separate standard survey that enables Swiss Re to calculate the financial benefit of the programme. In addition, Swiss Re has implemented customised surveys presented in German text for classes held in German languages. Metrics that Matter accomplishes all of this automatically with no manual intervention.

As a result of this consistent approach, Swiss Re is able to roll-up data quarterly and take a deeper approach to data analysis while allowing the training centres to focus on individual results as well.

Each quarter an executive report highlights key performance metrics for the Academy's instructors, locations, and programmes. Results are compared against a Corporate University Benchmark to understand how the Academy is performing against other corporate universities results. The Academy reviews these results to understand areas for improvement and to validate that training programmes are providing expected outcomes within the business.