

2012 Baker's Dozen Customer Satisfaction Ratings: Learning

HRO Today's Baker's Dozen rankings are based solely on feedback from buyers of the rated services; the ratings are not based on the opinion of the HRO Today staff. We collect feedback annually through an on-line survey, which we distribute both directly to buyers through our own mailing lists and indirectly by sending service providers the link to send to their clients.

Once collected, response data are loaded into the *HRO Today* database for analysis to score each provider that has a statistically significant sample. For this survey, we required eight responses from four companies and we received feedback from more than 70 verified customers.

In order to determine an overall ranking, we analyze results across three subcategories: service breadth, deal sizes and quality. Using a predetermined algorithm that weights questions and categories based on importance, we calculate scores in all three subcategories as well as an overall score. The rankings are based on those scores. The numbers presented in the tables on page 23 represent those calculated scores; we include them to demonstrate the relative differences among the ranked service providers.

While we do not claim that our methodology is the only viable ratings program available we do vouch for its statistical validity. Please note: The total number of companies ranked this year is less due to market consolidation and an insufficient amount of surveys received to make up a statistically significant sample for some providers. We hope this ranking provides you some insight into your next RFP process.

1. Raytheon Professional Services, LLC (RPS)

Web site:

www.raytheon.com/businesses/other/rps

A subsidiary of technology firm Raytheon Company, Raytheon Professional Services (RPS) is a leader in learning solutions. RPS helps businesses meet their critical objectives by designing and implementing effective training solutions that are aligned with their business goals and deliver measurable results. With more than 1,000 learning professionals serving customers in more than 100 countries and 28 languages, RPS makes training programs available anytime, anywhere.

Employees trained in 2011:

More than 1,000,000

Key clients in 2011: N/A

Services provided:

Learning strategy and curriculum architecture:

- Assessing learning organization performance
- Developing learning strategies and plans
- Designing and implementing learning governance models
- Developing supplier management strategy and managing those suppliers
- Quantifying the value of learning services as related to client requirements
- Architect™ methodology to create curricula blended training delivery in multiple formats

Learning design and development:

- Sourcing, developing, translating, and localizing curricula for multiple delivery formats

- Designing and implementing certification programs
 - Designing and implementing placement assessment programs
- Training delivery:
- Instructor-led, virtual classroom, mobile, elearning, virtual worlds, simulations
- Training administration:
- Optimizing and managing training administration and delivery processes
 - Operating client support centers globally
 - Managing LMS on a day-to-day basis
 - Delivering tuition assistance services
 - Supplier management
- Learning technology management and integration Performance consulting:
- Helping organizations understand how to improve business performance.
 - Learning diagnostic, virtual team