

planning session, organizational network analysis, data-driven decision-making, Raytheon Six Sigma.

**Most important metrics:**

Training process measurement including:

- Cost
- Availability
- Quality
- Delivery
- Utilization

Business impact measurement including:

- Sales volume/revenue increase
- Customer or patient satisfaction
- Employee satisfaction
- Retention rates
- Speed to competency

## 2. The Training Associates Corporation (TTA)

**Web site:** [www.TheTrainingAssociates.com](http://www.TheTrainingAssociates.com)

Established in 1994, The Training Associates (TTA) is the largest provider of training professionals and the only company specializing in training delivery solutions. TTA's experienced staff, operating efficiencies, and vast network of professional trainers and instructional designers combine to provide world-class solutions for planning, executing, and managing the process of training delivery outsourcing.

Working with TTA, organizations are able to quickly and easily offer guaranteed high-quality instructor-led or online training with minimal lead time, and with no upfront investment. TTA is also a GSA contract holder and

certified Women-Owned business. For learning initiatives requiring a single trainer to conduct short-term classes, or large-scale, complex roll-outs requiring many trainers in multiple locations, TTA handles the myriad of tasks related to each client's unique training project — from expert consulting and project management services to invoicing, trainer payments, travel logistics, courseware requirements, and more.

**Employees trained in 2011:** 167,940

**Key Clients in 2011:**

Accenture, IBM, HP, Juniper Networks, Staples, Pacific Gas & Electric, Genzyme, Forest Laboratories, The Hanover Insurance Group, Harleysville Insurance, AAA Global Knowledge, Learning Tree International, Department of Defense, Boston University, and University of Connecticut.

**Services provided:**

- Scalable trainer resources
- Instructional designers
- Subject matter expertise in more than 15,000 technologies and professional business skills
- Instruction in most any standard, custom, or proprietary subject
- Instructor-led, blended, and e-learning training delivery formats
- Consultation on your training project
- Administration of all trainer logistics, trainer reporting and invoicing, and project details
- Courseware customization, editing, review, and updating

- Courseware recommendations and fulfillment
- Train-the-trainer and trainer readiness programs
- Vendor management services
- Certified project managers

**Most important metrics:**

- Customer satisfaction surveys
- Metrics That Matter evaluations
- TTA trainer utilization
- Growth and retention rates
- Client/channel revenue growth
- New trainer recruitment stats
- Scope and diversity of trainer skills
- Certification and learning methodologies expertise
- Risk mitigation
- Manage team performance
- Contribute to project control

## 3. NIIT

**Web site:** [www.NIIT.com](http://www.NIIT.com)

NIIT'S enterprise learning solutions business delivers innovative strategies that help clients accelerate business impact. NIIT managed training services are a suite of best-in-class training processes that enable customers to reduce costs, sharpen their business focus, and drive quantifiable results. Our managed training services deliver more relevant training to organizations, bring proven best practices into business processes, and redirect surplus training capital into core business functions.

**Employees trained in 2011:** N/A