

Practice Efficacy Data



In early 2017, a Fortune 50 Practice client revamped its Customer Care onboarding in order to increase on-the-job performance of its new hires.

Five metrics were used to measure new hire on-the-job performance. Practice was integrated into the new curriculum to specifically influence two metrics: Productivity and Quality.

Prior to rolling out the new onboarding curriculum, the Fortune 50 company collected three months of on-the-job data from three new hire groups that went through the legacy onboarding curriculum. The company then collected the same on-the-job data from four new hire groups that went through the new, revised onboarding curriculum.

The company saw gains across the board, but saw significant gains in the two metrics where Practice was used to train new hires: productivity and quality metrics. The following chart includes the specific data points and results:

	Legacy Onboarding (w/o Practice)	New Onboarding (w/ Practice)	% Delta
Productivity	52.9	65.2	23.2%
Quality	21.7	46.1	112.3%

Practice is incredibly excited to have played a role in this impressive Learning and Development success story.