

Date: December 31, 2003

Topic: Training

Overview:

Lucent Technologies Poland is a branch of the Global Lucent, which operates in the Polish telecommunication market (app. 500 HC`s). The organization is responsible for marketing, contracting, and providing products (hardware, software, services) to customers or service providers. All business units and departments operating in Poland that deal with Lucent Poland customer contracts create a basis for the Lucent Poland Business Quality Management System (BQMS).

How did you accomplish this topic during your implementation? The objective at Lucent Poland was to provide training to all people concerned, including Senior Leadership. Training was to include ISO 9000/TL 9000 requirements and measurements concepts. The TL implementation team was responsible for providing the training.

Lucent Poland also needed to ensure that the appropriate personnel were trained in courses required by Section 6 of the Requirements Handbook.

These courses include:

- o Internal Course Development
- o Quality Improvement Concepts (include continual improvement, problem solving, and customer satisfaction)
- o Training Requirements and Awareness
- o ESD Training
- o Advanced Quality Training (include statistical techniques, process capability, statistical sampling, data collection and analysis, problem identification, problem analysis, and corrective and preventive action)
- o Training Content (include task execution, personnel safety, awareness of hazardous environment, and equipment protection)

All of the above training concepts mentioned above, needed to be developed and properly provided to employees selected. An appropriate database needed to be maintained to keep records and training intervals. This database may be kept centrally for all business units or split up into a single business unit/department.

It is a very useful to establish an internal practice/procedure and determine which type of training concept should be valid for a selected group of employees/jobs. Also training intervals need to be defined.

What resources/tools/vendors were used to accomplish this task?

Only internal

Was there any benchmarking activity?

No

What lead you to use this method?

Very well defined by TL 9000 training concepts listed above.

What worked and what didn't work?

What recommendations do you have for others attempting to use your method?

Based on direction taken from Section 6 of TL 9000 standard compile a set of training material and provide to people concerned via local IT network (e-learning).

How did you measure the effectiveness of this method?

A periodic review of the training record database(s) shows that employee training records are very well maintained.