

CASE STUDY

THERMO KING CERTI-TECH

OPPORTUNITY OVERVIEW

Thermo King (an Ingersoll-Rand company) produces, sells, and services transport refrigeration equipment. Thermo King wanted a way to certify the knowledge of the service technicians at independently-owned dealerships throughout North and Central America. There are six levels of certification: Certified, Professional, Master and Bus Air Conditioning, Diesel Engine, and Marine Container Specialists. Testing is done using a Certification Testing application for the PC.

CLIENT OBJECTIVE

Develop a cost-effective certification program for service technicians. Business goals driving the objective are:

- Certify Technician Knowledge
- Attract and Retain Quality Technicians

TARGET AUDIENCE

- Thermo King Service Technicians

RUSSELL ASSOCIATES' SOLUTION

Russell Associates began by developing a proprietary Certification Testing Engine to be used for the Thermo King CERTI-TECH Technician Certification Program. A Proctor (Thermo King Dealership Service Manager) orders tests for technicians at the dealership. The order is received and processed by Russell Associates and test files are created and saved to a floppy diskette which is mailed to the Proctor. When the technician is ready to take the test, they log into the CERTI-TECH program. When they are finished with the test, the file is saved on the testing diskette which is sent back to Russell Associates for processing. If the technician passed the test and is certified, a certificate and shoulder patches (chevrons) are sent to the Dealership Service Manager for presentation to the technician.

TESTING METHOD

Electronic Certification Testing (eCT) Offline Version

PROGRAM LENGTH

- Testing Time – 90 minute time limit to answer 80 questions for Certified and Specialist tests, 120 minute time limit to answer 120 questions for Professional and Master tests.
- Tests Available – Certified, Professional, Master, Bus Air Conditioning Specialist, Diesel Engine Specialist, and Marine Container Specialist.

ADMINISTRATION

All orders and test information are processed and stored in a database application developed by Russell Associates, who acts as an independent and impartial third-party testing agency. Monthly reports are prepared and sent to Ingersoll-Rand for review. Additional reports for test question analysis, technician pass-rate, participation analysis, etc., are available upon request.

