

CASE STUDY

HUSSMANN CERTI-TECH

OPPORTUNITY OVERVIEW

Hussmann (an Ingersoll-Rand company) produces, sells, and services refrigeration equipment for the commercial food industry. Hussmann wanted a way to certify the knowledge of their service technicians and installation specialists. There were initially four levels of certification: Certified, Professional, Master and Installation Specialists. Each technician must take and pass a Safety test before beginning the certification process. Testing is done using a Certification Testing application for the PC.

CLIENT OBJECTIVE

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

- Certify Safety Knowledge
- Certify Technician Knowledge
- All Technicians achieve Certified Level in the First Year
- Professional Level achieved after Two Years
- Master Level achieved after Four Years
- Attract and Retain Quality Technicians

TARGET AUDIENCE

- Hussmann HVAC Service and Installation Technicians

RUSSELL ASSOCIATES' SOLUTION

Using a proprietary Certification Testing Engine that Russell Associates developed for another division of Ingersoll-Rand, Russell Associates developed the Hussmann CERTI-TECH Technician Certification Program. Russell Associates designed and developed a website that gives Hussmann Service Managers information on the Certification Program and provides an electronic order form so they may order tests for technicians at their specific branch. The order is received and processed at Russell Associates offices and test files are created and saved to an Internet server. When the technician is ready to take the test, they run and log into the CERTI-TECH program which then downloads the test file from the Internet server. When they are finished with the test, the file is uploaded to the server and is processed by Russell Associates. If the technician passed the test and is certified, a Certificate and shoulder patches (chevrons) are sent to the Branch Service Manager for presentation to the technician.

TESTING METHOD

- Electronic Certification Testing (eCT) Hybrid Version

PROGRAM LENGTH

- Testing Time – 90 minute time limit for 80 randomly selected questions
- Tests Available – Certified, Professional, Master, Installation Specialist, HVAC Certification

ADMINISTRATION

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

