

Case Study

A Robotic Process Automation (RPA) Case Study: Bringing Accuracy to 100%



Applying RPA to global training programs for an aircraft manufacturing giant, we transformed and ignited training delivery workflows, reduced overall training costs, brought error rates to zero, and opened up opportunities for automation across the company's training landscape.

Challenges

As a learning services provider for one of the world's leading aircraft manufacturers, we are responsible for administering ongoing training and certifications for its more than 80,000 employees located in four countries.

Ongoing training and certification is critical to ensuring employees are current with the latest procedural and production protocols, engineering specifications and regulatory requirements. Production success and continuity depend upon employees having the right training at the right time. If they're not constantly up to date with all required training, production lines will stop.

Several courses in a year are required for each employee – which translates into more than 200,000 learners per year. Multiple courses and thousands of learners across numerous locations adds up to a complex web of processes and communications involved with administering a specialized training curriculum.

Much of this was being handled manually, impacting productivity and operating costs and hindering quality.

We knew RPA could transform this.

Solutions

Looking for any part of the overall process that could be a candidate for automation, our teams conducted an in-depth analysis of the administrative and logistical steps involved in with the training courses and certifications.

From this analysis, the certifications process was identified as the best initial candidate for automation.

Key things we knew RPA would foster:

- Elevate product training to be more compelling and accessible 24x7.
- Drive the importance of education and training so that dealers could stay abreast of technical advancements.
- Investigate and implement new and innovative technology-enabled solutions to meet growing product demand, which was exceeding reliance on classroom-based training.

Applying Conduent® Automated Intelligence technology, our teams were able to inject automation into multiple areas of the certifications process and eliminate several manually-required touch points.

Next, they turned to the participant invitation process. The complexity of this process made it very difficult to map as it involved 40 or more different templates, with variations based on location, session type, position, other individualized information.

Our teams deployed three separate implementations to ensure the rules and variation possibilities were incorporated and correctly accounted for.

Our teams are also evaluating the automation of the processes involved with session creation as well as sending out session evaluations.

The Results

For every process run by RPA technology, the accuracy rate is now 100% and the error rate is 0.

An RPA “bot” now generates 240 individually tailored certificates in one hour. This is saving at least 12 man hours per week on certificate generation.

Another customized bot prepares thousands of invitations and an assortment of related emails for each new training course – freeing up staff to focus on course design and other important training objectives.

All of the automations are controlled by Conduent® Case Management technology, which orchestrates all of the RPA workflows and

supercharges the speed and efficiency of our training administration processes.

Backlogs have been eliminated.

RPA has reduced the labor previously required for these global-scale training administration processes by nearly 60%.

“Initially, no one thought automating our complicated learning environment was possible. Working with Conduent we discovered that, regardless of its complexity, as long as there are clear requirements, a process can be automated and made quite stable.”

Global Aircraft Manufacturing Principal