

WorkKeys® job skill assessments have been proven to help businesses improve staff productivity by getting employees up to proficiency more quickly. Here are some examples.

## UP Special Delivery—

Kingsford, Michigan

**Challenge:** This trucking company had problems with turnover and accuracy among its data entry staff, who were responsible for all of the company's legal shipping documents. This had a significant financial impact on the company. UP needed a way to improve accuracy by hiring people who possess high skills.



**Solution:** WorkKeys was used to determine the skills needed for the data entry position. Job applicants for data entry positions take WorkKeys Observation, Reading for Information, Applied Mathematics, and Locating Information assessments. Results are used to select candidates whose skills match the job profile.

**Results:** **Because of increased productivity, data entry has been able to reduce staff size, even though the company is 20 percent bigger than when the program was introduced.**

Turnover in the data entry department has dropped 85 percent.

Past-due bills have been cut in half, resulting in cash flow improvements for the company and greater customer satisfaction.

## Ottenweller Company, Inc.—

Fort Wayne, Indiana

**Challenge:** Leaders at this family-owned metal fabrication facility realized that as market demand was increasing and technology was developing at a rapid rate, finding and keeping qualified employees was becoming more challenging. With welders in high demand, President Michael Ottenweller felt that foundational skills were critical to his company's performance.



**Solution:** Ottenweller used WorkKeys to profile welding positions at three levels: entry-level, mid-level, and leadership. Four skill areas were deemed important to each job: Applied Mathematics, Reading for Information, Locating Information, and Applied Technology.

**Results:** **Now that promotion is dependent on foundational skill levels, employees who climb the ladder are more prepared for the work required in their new positions.**

Ottenweller's turnover rates have dropped to just 12 percent.

## Morningstar Foods—

Mount Crawford, Virginia

**Challenge:** Morningstar, a subsidiary of Dean Foods, underwent a rapid space and employee base expansion along with an expansion of its product line. Faced with the need to change its production technology and its sudden demand for new employees, Morningstar needed an effective selection and employee development system.



**Solution:** Morningstar profiled six plant jobs and determined that the jobs required skills in five WorkKeys skill areas: Applied Technology, Applied Mathematics, Locating Information, Reading for Information, and Observation. WorkKeys testing also became a mandatory part of employee hiring and job transitions.

**Results:** **Training time was cut from two to three months to four to six weeks—a 50 percent reduction in training time that results in a cost savings per hourly employee between \$2,500 and \$3,700.**

Employee turnover decreased by 35 percent one year after WorkKeys was introduced.

## Horizon House—

Philadelphia, Pennsylvania

**Challenge:** This direct care and social service agency needed a system to target specific skill gaps in potential and current employees, as well as a way to close those gaps.

**Solution:** Horizon House used WorkKeys to analyze six direct-care positions and two first-level supervisor positions. Eighty Horizon House staff members helped to analyze the specific requirements of each position. Through the process, staff found four skills essential to all: Listening, Writing, Teamwork, and Reading for Information. Exams are now given to all new hires, and the company also began a program to develop and train its current residential staff.

**Results:** **The company is seeing significant positive effects on turnover and productivity.**

Training is giving workers the confidence to earn college degrees, opening more opportunities for them at Horizon House. To further encourage staff, tuition incentives are offered.

