



Questionmark Case Study

Using online assessments for compliance with safety and environmental regulations

Background

Skyworks Solutions Inc., a manufacturer of radio solutions and precision analog semiconductors, delivers more than one billion chips per year. Like any manufacturer, it must ensure that its 600 manufacturing employees comply with safety and environmental regulations. It also must thoroughly train them to operate machines and conduct manufacturing processes.

Compliance

Skyworks uses Questionmark™ Perception™ to complete, track and document its compliance and technical training. To keep its ISO certification -- the auditing process that examines whether manufacturing operations are safe and properly operated -- Skyworks employees must participate in regular training on topics such as hazardous waste management and general safety. Employees take most of this compliance training online, and each module includes an assessment. For example, after employees view an online presentation about hazardous waste management, they must answer all of the questions correctly before they are certified.

Questions are typically multiple-choice, multiple-response, and true/false, in addition to some picture-based questions. An employee might view three pictures of a worker entering a manufacturing area and be asked to identify the one that shows a safety violation.

Technical Competence

ISO audit requirements also examine employees' knowledge of running manufacturing equipment correctly. Skyworks has nearly 400 machines or manufacturing processes, and manufacturing employees must be certified on a machine or process to be allowed to operate it. After performing the manufacturing process or operating the machine with a supervisor observing, employees must pass a 10-question assessment that shows they understand it.

Using Jump Blocks

Perception's jump block function helps to protect the validity of individual certifications in machines or processes. Jump blocks allow users to send a participant to another part of an assessment based on the participant's answer. Jump blocks are used to create password protection on assessments, thereby helping to validate each employee's proficiency level.

Documenting Compliance

Employees' training and assessments are both part of the required documentation for ISO audit tracking, and maintaining records becomes particularly important when employees only have to acknowledge that they have read certain information. Skyworks' Plateau Learning Management System (LMS) is integrated with Perception. Links for regulatory training in the LMS lead to WebEx seminars, content or courses, and the system serves up content that employees must read and acknowledge, such as the Skyworks code of ethics. This is documented with a single question that asks whether the employee read the information.

Perception has made it easier for Skyworks to document the fact that employees are trained properly and know all of the legally required procedures. With 4,000 employees, the company appreciates being able to document and track its compliance-related activities.

More information

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