For 12,000 employees and contractors, our “Turner Knowledge Network” creates a strong foundation for learning.
The Challenge
Turner Construction, a leader in the construction services field, needed an innovative platform to educate 5,000 employees on a variety of industry and company topics. Among its most pressing needs: ensuring higher levels of Occupational Safety and Health Administration (OSHA) compliance and knowledge-sharing among its 7,000 “channel partners,” or subcontractors.

Along with delivering educational content, the company also required a means to monitor and track the performance and success of its learning system.

The Solution
Turner called upon Xerox to design, develop and run a state-of-the-art learning platform for the company. To do so, we created an online knowledge-sharing portal for access by employees and channel partners, and private-labeled it the Turner University.

Turner University is built upon Xerox’s Learning Management System (LMS), a suite of core learning elements integrated with third-party applications such as forums, document management and virtual classroom.

Turner has used our Learning Content Management System (LCMS) to develop customized curriculum content that addresses technical, compliance and competency-based learning needs. Course content is developed in areas such as:

- Industry skills/expertise, such as a 30-hour OSHA certification course
- Application skills in programs such as Microsoft Word, Excel and PowerPoint
- HR required-learning issues such as harassment and diversity.

In addition, the Xerox solution includes a management component that monitors the performance of the Web-based learning system. It documents registrations and courses completed by each individual. Scoring modules are tracked, noted and displayed for review. Plus, monthly management reports are produced for statistical analysis.

The Results
Turner University has been deployed to over 5,000 Turner employees and 7,000 channel partners operating across all business units. To date, more than 150 hours of course content has been developed in-house, supporting both Turner’s business needs and individual learner needs. Finally, performance management has been aligned to roles established across Turner.

The Bottom Line
Turner Construction needed a platform to educate 5,000 employees and 7,000 subcontractors on industry and company topics – as well as a means to track the system’s success. We created Turner University, an online knowledge-sharing portal, and facilitated development of over 150 hours of curriculum content.

Our solution also includes a management component that monitors the performance of the Web-based learning system.