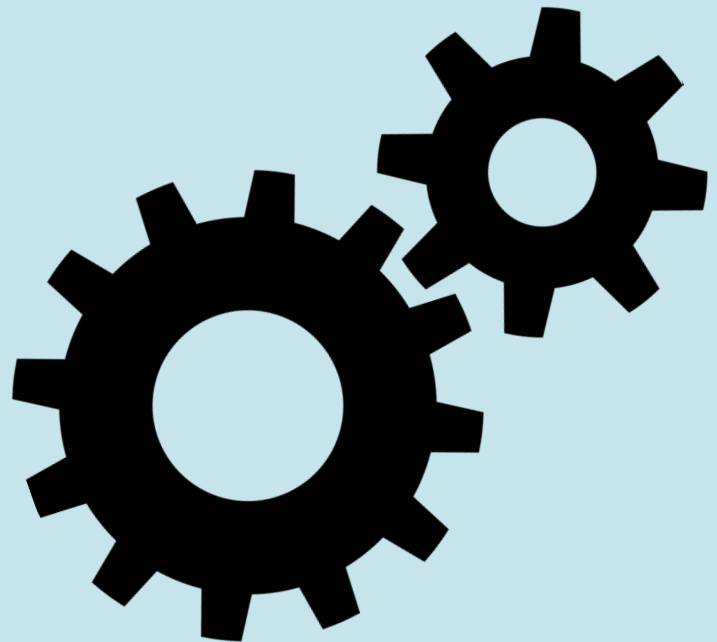




Precision Installations Co.

# Digital Learning Strategy Proposal

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# Table of Contents

<b>3</b>	<b>INTRODUCTION</b>
<b>4</b>	<b>SECTION 1:</b> <i>Digital Module Design</i>
<b>6</b>	<b>SECTION 2:</b> <i>Adaptive Learning Technologies</i>
<b>8</b>	<b>SECTION 3:</b> <i>Impact Measurement Report</i>
<b>10</b>	<b>CONCLUSION</b>

# Introduction

## EXECUTIVE SUMMARY

Precision Installations Co. will implement a digital onboarding learning module to address performance gaps in installations and workplace communication. This adaptive, accessible training system will help improve consistency, accelerate new hire readiness, and support long-term workforce development. The module will be hosted on Odoo LMS for cost efficiency and scalability.

## BACKGROUND

Precision Installations Co. is a growing appliance installation business serving residential and commercial clients in the San Francisco Bay Area. As the company expands, maintaining high-quality workmanship and clear team communication has become more challenging. Inconsistent installations, safety oversights, and communication breakdowns with both clients and colleagues have impacted service quality. A streamlined digital learning strategy is needed to ensure every new hire is trained to the same high standard regardless of prior experience.





# Section 1: Digital Module Design

## A. ADDIE MODEL OVERVIEW

Precision Installations Co. has identified performance issues among new field installers: inconsistent installation quality and unclear communication with both colleagues and customers. A digital learning module will be developed using the ADDIE model:

- **Analysis:** Performance gaps include improper installation steps, miscommunication on job sites, and customer confusion due to unclear expectations. Installers come from a range of backgrounds, with some having no formal technical training, making it important to understand diverse needs to ensure content relevance.
- **Design:** Learning objectives will include topics like: "Demonstrate proper dishwasher installation techniques" and "Communicate clearly and professionally with both teammates and clients during a job." Clearly defined objectives are essential for the creation of effective, targeted content.
- **Development:** Content will include demo videos, safety checklists, interactive diagrams, customer dialogue scenarios, and quizzes. These specific content types were chosen to address both the practical installation skills and critical communication competencies required for field installers.
- **Implementation:** Training will be hosted on Odoo LMS, initially using its free version for cost-effective rollout and learner tracking. This platform choice supports accessibility and easy deployment to a dispersed workforce.
- **Evaluation:** Effectiveness will be measured through simulation performance, quizzes, peer evaluations, and manager check-ins. These methods will provide direct feedback on the module's success in addressing identified performance gaps.

## B. LEARNING NEEDS AND JUSTIFICATION

As the company grows, it's become clear that inconsistent installation practices and communication breakdowns are affecting job efficiency and customer satisfaction. A standardized digital module is justified as a scalable solution to ensure all new installers receive consistent, high-quality training regardless of their prior experience.

A digital solution is particularly advantageous over traditional methods as it provides uniform consistency across a growing number of new hires and offers flexible access for field installers who are often on the go. Unlike informal, peer-led shadowing or using paper-based manuals, digital learning allows for structured, repeatable, and trackable training. It ensures that each installer develops the same set of technical competencies and communication skills, which will help to reduce costly errors, improve teamwork, and promote a more professional brand image.



## Section 2: Adaptive Learning Technologies

### A. BENEFITS TO LEARNERS & ORGANIZATION

Adaptive learning technologies offer significant benefits for both learners and Precision Installations Co. For our installers, these technologies will allow for personalized pacing, meaning no one feels rushed or bored, and provide targeted practice, improving retention as learners can review challenging areas. This will lead to deeper understanding and improved retention of important skills. For our company, adaptive learning will promote increased efficiency by reducing redundant training and will help achieve consistent skill levels across the entire field team.





## B. ADAPTIVE LEARNING FEATURES

The digital module will incorporate several adaptive learning features:

- **Conditional content delivery:** Installers engage with simulation tasks and scenario roleplay, meaning they only see content relevant to their specific knowledge gaps.
- **Varying quiz paths:** Quiz results adjust the next steps, guiding installers who miss key items to auto-assigned short review lessons, or to advanced topics if they excel.
- **Auto-assigned review lessons:** Ensures immediate remediation for areas needing improvement.
- *The system will adjust to learner performance, providing individualized pathways to mastery.*

## C. ADAPTIVE TECHNOLOGIES USED

- **Odoo's conditional content delivery tools:** These tools allow content to branch based on quiz performance, ensuring a truly personalized journey.
- **Built-in tracking:** This feature helps managers tailor coaching by providing detailed insights into individual progress and performance.
- **Peer feedback prompts:** Offer real-time responses to communication activities, fostering collaborative learning and practical skill development.
- *Future improvements may include AI-driven recommendations as Odoo features expand, further enhancing the personalization capabilities.*

## Section 3: Impact Measurement Report

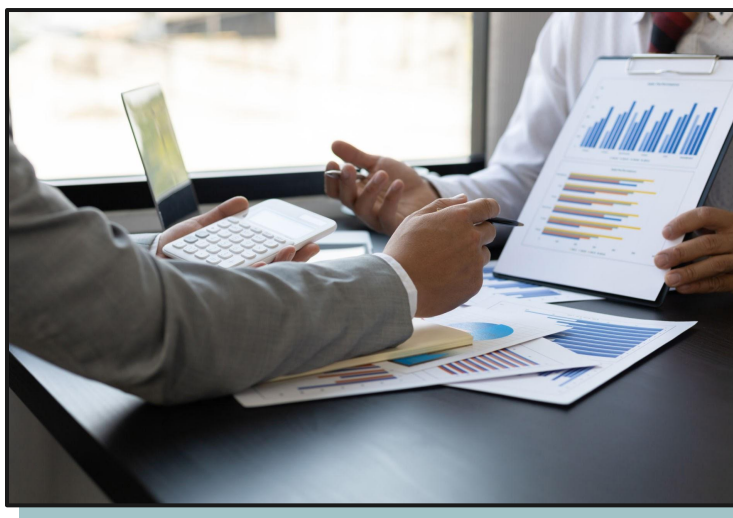
### A. QUANTITATIVE & QUALITATIVE METHODS

#### Quantitative:

- Module completion times and scores, to gauge efficiency and knowledge retention.
- Pre- and post-skill training assessments, to objectively measure skill improvement.
- Number of on-the-job installation errors within 30 days, to directly assess practical application of learned skills.

#### Qualitative:

- Satisfaction surveys for employees in the learning program, to understand user experience and identify areas for improvement.
- Peer feedback forms on team communication, to capture insights on interpersonal skill development.
- Supervisor reports on performance and professionalism, to provide real-world observations.





## B. KEY PERFORMANCE INDICATORS (KPIs)

- 90% of new hires complete training within the first 5 days, as this reflects engagement and efficient onboarding.
- Fewer than 2 supervisor corrections required per installer in the first month, directly showing improved installation quality.
- At least 4 out of 5 satisfaction rating on customer surveys, indicating enhanced communication and service quality.
- Improved team communication reported during weekly job debriefs, demonstrating better internal collaboration.

## C. KPI ALIGNMENT & USE

*Tracking these KPIs provides crucial insight into how well the module is meeting training goals. For example, improved customer satisfaction and fewer field errors strongly suggest stronger technical and communication skills among installers. This data will be reviewed quarterly to update content and adapt to evolving business needs, creating a continuous feedback loop for improvement.*





# Conclusion

## BENEFITS RE-CAP

Implementing this digital learning module will reduce onboarding time, improve job performance, and boost customer satisfaction. In the short term, it creates consistency across teams. Long term, it builds a culture of continuous learning, lowers error rates, and strengthens internal communication, which are all key for scaling and sustainably.

## TIMELINE

Milestone	Date
Content planning & draft	Week 1
Odoo module setup and content	Week 2
Pilot launch with 2 new hires	Week 3
Feedback and revision	Week 4
Full rollout	Week 5
First KPI review	Week 6

*This digital learning strategy gives Precision Installations Co. a scalable training solution that supports operational excellence and employee development. With targeted onboarding, adaptive content, and measurable outcomes, the proposed learning module connects gaps in performance and communication, setting the stage for growth and long-term success.*