CONTENTS

06 EXECUTIVE SUMMARY

06 Key Findings

O7 INTRODUCTION

08 PROCESS CAPABILITIES

- 08 Process Orientation
- 09 The Importance of Each Process Capability
- 11 The Most Important Practices
- 11 Process Capability Importance Over Time

14 PERFORMANCE BENCHMARKING

- 14 Defining Great Performance in Each Process Capability
- 14 Training Organization Performance in Each Process Capability
- 16 Training Organziations' Ratings Over Time
- 16 Importance Versus Performance
- 18 Size

19 STRATEGIC ALIGNMENT

- 19 At a Glance
- 20 Most Important Practices
- 20 Practice Optimization
- 21 Additional Insights

24 CONTENT DEVELOPMENT

- 24 At a Glance
- 25 Most Critical Practices
- 26 Practice Optimization
- 26 Additional Insights

29 **DIAGNOSTICS**

- 29 At a Glance
- 30 Most Critical Practices
- 30 Practice Optimization
- 32 Additional Insights

33 **DELIVERY**

- 33 At a Glance
- 34 Most Critical Practices
- 34 Practice Optimization
- 35 Additional Insights

37 REPORTING AND ANALYSIS

- 37 At a Glance
- 37 Most Critical Practices
- 38 Practice Optimization
- 39 Additional Insights

41 TECHNOLOGY INTEGRATION

- 41 At a Glance
- 42 Most Critical Practices
- 43 Practice Optimization
- 44 Additional Insights

45 ADMINISTRATIVE SERVICES

- 45 At a Glance
- 46 Most Critical Practices
- 47 Practice Optimization
- 47 Additional Insights

49 PORTFOLIO MANAGEMENT

- 49 At a Glance
- 49 Most Critical Practices
- 50 Practice Optimization

52 VENDOR SERVICES

54 Use of Vendor Services by Company Size and Type

55 CONCLUSION

57 APPENDIX

- 58 The 10 Best Practices for Great Training
- 59 The Effects of Organizational Characteristics on Training Processes

60 METHODOLOGY

- 60 Demographics
- 61 ABOUT TRAINING INDUSTRY, INC.
- **62 TERMS AND CONDITIONS**