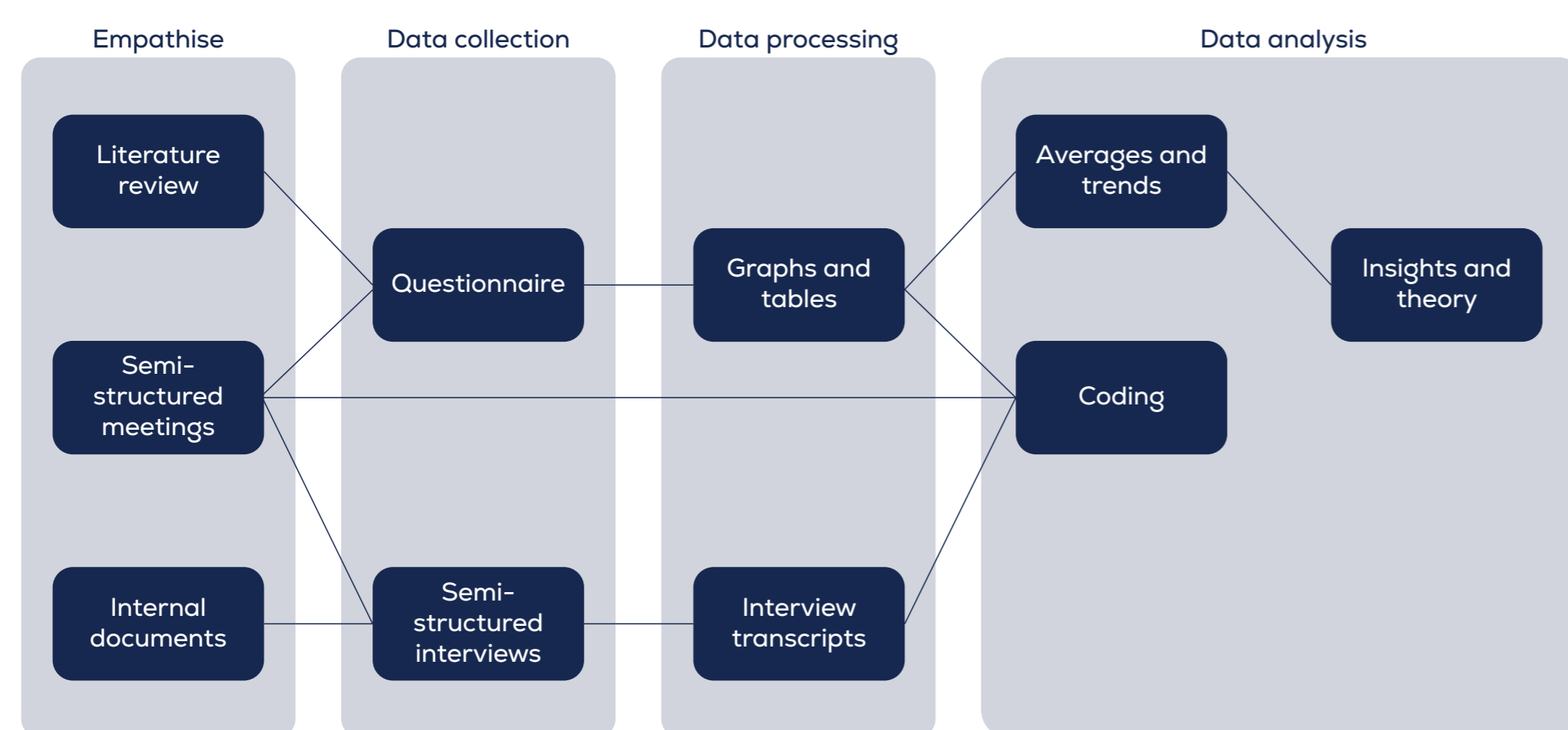


Designing a **quality assurance** solution for learning and development training

The absence of clear quality standards and a compliance process is a significant problem within Prowareness. This problem has implications for both trainers and customers. The lack of clear quality standards not only results in an inconsistent experience for customers but also creates confusion for trainers, who may struggle to meet client expectations without a clear, objective measure of quality. To guide Prowareness towards a more consistent customer experience, this thesis proposes a quality assurance solution

Research approach



Results



The concept that was chosen was a live checklist. This checklist will consist of all the information that is needed to assure the quality of the training. This document will contain information about each part, and will refer to other tools when needed. From now on I will refer to this document as the 'Handbook'. The Handbook will be made accessible to all

employees. However, the Handbook is targeted to employees that have a connection to the customer journey of a training. Who exactly these are, are made clear in the Handbook. The Handbook will be made accessible their SharePoint on the page with training and trainer resources.