

Online Assessments Case Study

Assessments and Certification with *marksplus*TM

The Customer

YOKOGAWA 

Yokogawa Middle East is the regional headquarters of Yokogawa, a global leader of Industrial Automation. Established in Bahrain in 1990 the company's primary business activities are sales, engineering and servicing of industrial process instrumentation, distributed control systems, plant safety systems, SCADA systems and measuring and analytical instruments. The company workforce consists of engineers who are specialized in a variety of instrumentation fields. Most projects are managed and executed by the staff locally, including the engineering, acceptance test, commissioning, engineering, start-up, and training. To provide prompt after-sales support to customers, the company maintains hot stand-by systems and products. The total value of the contracts secured by Yokogawa in the region exceeds US\$200 million per year.

ecole
Making capable, able. 

Ecole Solutions Pvt Ltd, Level 3, Brigade Business Suites, Ashoka Pillar, Jayanagar 2nd Block, Bangalore – 560 011. India.

Phone: +91-80-26571555 Fax: +91-80-26571777 Email: info@ecoleglobal.com Web: www.ecoleglobal.com.



Background

As engineering and servicing forms a core part of the business activities at Yokogawa Middle East, the Regional Service Department thought it imperative to embark upon a knowledge assurance initiative whereupon all levels of their service engineers had to be tested for the level of competency in their respective roles to give more confidence to their customers.

Challenge

Given the support roles of the service engineers, their travel schedules acted as a challenge in bringing all the test takers under one roof for the assessment. In the same light a paper and pen exam would also prove to be a challenge, given the logistics involved in such an administration.

Solution

Ecole provided *marksplus*TM, a Test Authoring and Online Assessment System. With *marksplus*TM, Yokogawa was able to create role-specific question banks and also deploy them in the form of secure online assessments. Given that the assessment facilitators were constantly travelling, remote authoring and test admin features ensured that schedules of the customer or that of assessments were not compromised.

