



“Taleo Learn is so much easier and faster for the user, but also streamlined for the training coordinator. Now they don’t have 7000 e-mails of who gets what class. Everything’s done through Taleo Learn. It’s been a lot easier to use their tutorials than other tutorials we’ve bought in the past.”

Associate
Fastenal

FASTENAL SPEEDS TIME TO PRODUCTIVITY WITH TALEO LEARN

Revenue

\$2.3 Billion

Number of Employees

Over 13,000

Products/Services

Fastenal is a store-based leader in supplying industrial fasteners. Fastenal’s main products are fasteners but the company also sells tools, abrasives and other industrial and construction supplies.

Markets

Fastenal targets both the wholesale and retail sectors of the market as a trusted supplier to manufacturers and to the retail sector through its stores. They are a recognized leader in industrial distribution.

Challenges

One of Fastenal’s keys to success is the Fastenal School of Business. Fastenal requires its employees to have a specialized knowledge of a wide variety of fasteners and related products in as short a time as possible. The original Fastenal School of Business met this need through in-person training and vendor certified training programs with representatives from their various vendor partners.

With over 13,000 employees, rolling out new initiatives and new training was difficult with solely in-person training to rely on. Fastenal needed some help since their business was fasteners and industrial supplies – not product training.

The facilitator was monitoring class size to determine the continuation of a class. This was problematic as it was easy to miss if they had too many other obligations.

“Before, we had to have people take the test, fax it in, faxes would get lost, the coordinator had to grade the tests, log the results, etc. Now they go online, take the test, get immediate results, and its tracked in the system immediately.”

Associate
Fastenal

Solution

Taleo Learn™ is now the focal point of the Fastenal School of Business. Prior to its implementation, two weeks were spent doing in-person training with every new hire. Now that time is halved with one week of in-person training and one week of online training directly through Taleo Learn. The in-person training is enhanced through Taleo Learn, with pre and post course work being accessible through the system, making it easy for instructors to mark assignments and ensure that everyone has a certain knowledge level coming into and going out of the course.

All registration and coordination for Fastenal School of Business events occurs within Taleo Learn, giving greater oversight and access to the entire training process. Self-study distance product manual tests are also now available online, allowing associates to upgrade their skills at their own pace but easily and accountably. Required safety training and state-mandated workplace harassment training also take place through Taleo Learn, as well as select industrial distribution degree courses.

Forums, available for select courses and applications within the system, allow students and instructors to interact with each other with any questions that they may have during or after their course of study.

Results

- > Retention improvement: 5%
- > Participant follow-up evaluation tool: detailed survey related to sales success (~ 4/5)
- > Stakeholder follow-up evaluation tool: 100% of store managers recommend course
- > In-Person/Web blended 2 Week Introduction to industrial sales & store operations (new employee): 10:1 ROI over previous 2 week in-person solution

Future Use

With the help of Taleo Learn, Fastenal plans to add a large number of components to its Business School including:

- > Online purchasing, inventory and store operations course
- > Supply chain and manufacturing processes online course
- > Online market based planning
- > Expanding its product application video library

Fastenal also hopes to move to virtual classrooms in the future with interactive features such as drop boxes, surveys, and gradebooks.

Conclusion

When 100% of your store managers recommend the online courses, you know that Fastenal Business School is headed in the right direction. Fastenal has also committed itself to the training of its employees through hiring full-time instructors and support staff for its Business School. Taleo Learn makes their job easier and makes it easier for management to introduce new products and initiatives.

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