

## Case History: Semiconductor Performance

TrainingPartner helps KLA-Tencor optimize product performance.

**Sector:** Corporate

**Industry:** Microelectronic

**Revenue:** \$2.5 billion US (2008)

**Location:** USA, Europe, Asia/Pacific

**Employees:** 5000+

**TrainingPartner purchased:** 2001

**Learner Licensing:** 10,000

**Administrator Licensing:** 14



**K**LA-Tencor Corporation is the world's leading supplier of process control and yield management solutions for the semiconductor and related microelectronics industries.

Headquartered in San Jose, California, the company has nearly 5,000 employees worldwide in 18 countries. Ranked among the world's top ten semiconductor equipment manufacturers, KLA-Tencor offers a broad spectrum of products and services that are used by every major semiconductor manufacturer in the world.

The dynamic market that KLA-Tencor supplies faces intense competition, continuing pressure on profitability, shorter product cycles and increasing manufacturing complexities. For companies in this industry, product performance is critical.

One way that KLA-Tencor enables customers to optimize product performance is through comprehensive education of its employees and its customers. The company provides an employee training program that focuses on grooming its personnel to be the most competent in the industry with the ability to optimize the performance of its systems.

In recognition of this successful workforce development initiative, KLA-Tencor was inducted into Training Magazine's Top 10 Hall of Fame for being ranked in the top 10 of Training's Top 125 companies for 4 consecutive years. The magazine cited KLA-Tencor as a company at the forefront of merging technology and education. Among other acknowledgements, Forbes Magazine named KLA-Tencor one of the Best Managed Companies in America in its annual list of America's Best Big Companies in 2005.

The Educational Services department at KLA-Tencor provides a number of training products based on a "blended learning" approach.

Classroom programs are offered at the company's Livermore Campus, which contains 20,000 square feet of clean-room space, the latest generation tools, expert instructors and hands-on learning. Training customized to individual requirements is also offered at customer sites, and elearning programs are designed for convenient, personalized, self-paced training.

### *Behind the scenes at KLA-Tencor, TrainingPartner manages its award-winning education programs.*

TrainingPartner, an enterprise learning management system from GeoMetrix Data Systems Inc., was ideal for the company because of its ability to handle blended learning. TrainingPartner offered full resource management for classroom training as well as global Web-based access to training data and computer-based training courses.

Since KLA-Tencor sells training to other organizations, one of TrainingPartner's main selling features was its financial management module. TrainingPartner includes a robust double-entry accounts receivable system with all the functionality needed to manage for-profit or cost-tracked training.

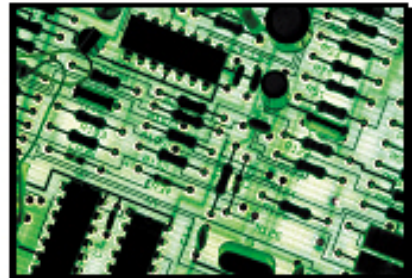
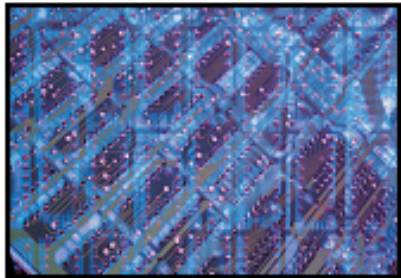
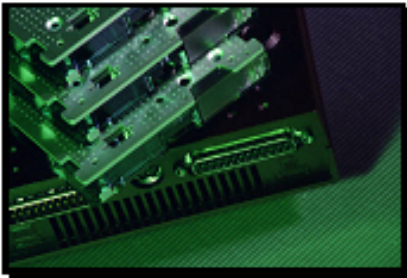
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The general ledger journal in TrainingPartner has journal history, entry of manual items, and a separate posting process to verify payments and invoices. Automatic invoicing is as needed or monthly, weekly or daily.

Payment tracking in TrainingPartner allows partial payments and payments against multiple invoices. Cost tracking lets administrators create categories for classes or enrollments. Reports can be produced for total class costs with detailed summaries and breakdowns.

To get the system up and running, GeoMetrix handled data migration for KLA-Tencor as well as custom integration for the NETg courses that the company uses.



*As TrainingPartner is AICC and SCORM compliant, KLA-Tencor is able to launch and track courses and assignments from AICC/SCORM-compliant vendors.*

TrainingPartner's group enrollment feature lets KLA-Tencor enroll a group of learners from a customer organization or sub-organization—or reserve a block of seats in a class or program without knowing the names of those attending. The company took advantage of TrainingPartner's customizable interface to add custom fields and pick-list items. GeoMetrix also created custom reports for the company.

Since the training provided by KLA-Tencor is highly technical, the program certification process is an important and somewhat complicated management responsibility. To accommodate this, revised management procedures and a customized version of the certification program were developed by GeoMetrix specifically for KLA-Tencor.

A certification program is made up of a number of courses, which are grouped by certification levels. As students complete a series of courses within a certification program, they can achieve any one of several certification levels.

With technology changing over time, the courses that constitute a particular program may change, requiring students to re-certify. As a result, TrainingPartner needed to track any number of revisions for a single certification.

To facilitate this process data entry requirements were accommodated in TrainingPartner with the addition of new fields. A new Email Contact field is used in automated emails associated with program status changes. A Renewal Period field tracks the renewal period.

Each course added to TrainingPartner is associated with one of the five certification levels. This is an

important element in the definition of the certification program as it is used to calculate the current achievement level of each learner. A new pull-down field facilitates the coding of the certification level associated with the course. New date fields track the date the current achievement status was reached and the de-certification date. The Program Status pick-list was modified to include new values.

With program certification needs satisfied, GeoMetrix moved on to finding ways to accommodate other requirements. An enhancement in the 2003 version of TrainingPartner is the result of a request from KLA-Tencor for complex prerequisites. Although TrainingPartner has always supported prerequisite tracking, KLA-Tencor required a complex system of multiple "and/or" rules. GeoMetrix addressed this requirement using a system of constraint rules. The complex prerequisite feature consists of a series of items in which at least one must be fulfilled for the prerequisite to be met.

Looking to the future, KLA-Tencor expects to continue to aggressively invest in new technologies that will address the yield management challenges of tomorrow. TrainingPartner plans to be right there with them.

*For more information visit: [www.kla-tencor.com](http://www.kla-tencor.com)*