

## Case Study

Northrop Grumman



### Summary

Northrop Grumman is a leading global security company that provides innovative systems, products, solutions and technical services to government and commercial customers worldwide. The company produced \$26.4 billion in sales for 2011 by delivering innovative systems for applications that range from undersea to outer space and into cyberspace.

### The Challenge

Nearly 8,000 employees needed to be trained in Six Sigma process control. They had used an ETP consulting provider to develop and administrate California funding for training in the past, but the experience was very negative. As a result, the company didn't want to use state funding again. CalTraining explained how its approach to development and administration is significantly different and guaranteed successful results. Northrop Grumman called CalTraining references and was surprised by the significant differences. Most of CalTraining clients were repeat clients and were delighted with CalTraining services.

The challenge was to design an ETP contract that would maximize funding and minimize Northrop Grumman's administrative burden.

### Goals

- Design a grant to maximize funding and minimize administrative burden
- Apply for millions of dollars to off-set training costs to thousands of employees to become valuable experts in continuous improvement methodologies
- Demonstrate to the California ETP Administration that although the previous contract was difficult and relatively burdensome, CalTraining's methodology would result in much higher success in ratio of training completed and timely and accurately administration

### Solution

California Training Coalition (CalTraining) developed and administrated an ETP contract for one of Northrop Grumman sectors that was extremely successful. In response, Northrop Grumman applied for and received four additional ETP contracts for two sectors in California over a period of eight years. Each contract was highly successful. Northrop Grumman and the ETP Administration were delighted by the success with cumulative funding exceeding \$13 million dollars.

### Results

As a result, Northrop Grumman was able to train thousands of employees in technical skill-sets in continuous process improvements and better training for critical government projects. By relying on CalTraining, Northrop Grumman was able to significantly reduce their business disruption and administrative burden. CalTraining created an efficient and effective ETP program and design for Northrop Grumman.

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