



Reporting

1. Course overview / course planning

Course Overview / Course Planning



Course Closure Report / open Registrations



User certification



Course registrations - Status overview



Course planning

Course closure Report / open registrations

This report gives you an overview of specific courses (which can be selected) and provides you with the participants and further statistical details. You are also able to search for dealers who have not attended the selected course yet.

Report - course closure

Market: DE - --MMD - Mazda Motors (Deutschland) GmbH

Department: customer service

Reporting type: Courses attended (registrations)

Registration status: participated

Course: - all -

Include inactive companies?

Country (Company): - all -

Region (Company): - all -

Date Range (from - to) [yyyy-MM-dd]

show attendees

OK

NOTE:

- An additional selection of regions may lead to better results.
- Attendees from other markets will be shown as well. But if you search for not attended courses of course only the selected market (your market) will be considered. Therefore the numbers between "attended courses" and "not attended courses" might be inconsistent.
- Inactive users are those who
 - a) have no portal account but have been assigned to eTAS before the provisioning of the market
 - b) have been set "inactive" in MUM, either by the MUM dealer administrator or by reaching the end date of the account's validity
- Users whose portal accounts have been locked because of using a wrong password or inactivity (no login for more than three months) are still active in eTAS!
- A dealer in eTAS is every company that has at least one portal account (also test dealers and suppliers!). Filtering of contents via Excel is in this case highly recommended.
- Courses must be closed otherwise the report will be wrong.



User certification

This report shows the state of all courses allocated to the given qualification path. An overview of all companies is only useful in small markets. In larger markets we'd suggest to use the filter "company" in addition to the certification.

User certification

Market: DE - --MMD - Mazda Motors (Deutschland) GmbH
 Country: GERMANY
 Certification: DE - MMD - customer service - Mazda Masters Techniker Ausbildung
 Company: DE - /// GmbH
 Inactive too?

OK

3 entries found, displaying all entries.

Company	User	Technician	MMD_11	MTC_103	MTC_104	MTC_105	MTC_106	MTC_114	MTC_120	Senior Technician	MMD_29a	MTC_207	MTC_208	MTC_209	MTC_215	Master Technician	MMD_39a	MTC_311	MTC_312	MTC_313	MTC_316	MTC_319
////// GmbH	B	✓	★					★	✓													
////// GmbH	S	✓							✓						★							
////// GmbH	W	✓	★	★				✓	★						✗				★			

Course registrations – Status overview

This report gives you an overview of the course registration status for a specific provider or a specific course. May be helpful for the planning of courses on the basis of waiting lists or as a decision support for managers whether a course with a lot of cancellations shall still be offered in the future.

Report - course registrations - status overview

Market: ///
 Department: customer service
 Course: (active) Mazda /// (MTC_//A)
 Filter:
 Inactive too?

OK

One entry found.

Course	WL	MD	IN	CF	PA	OK	CL
✓ Mazda /// (MTC_//A)	220			28	26	279	300



Course planning

This report shows how many users need the course of the given qualification path. These are the courses eTAS proposes on basis of a user’s qualification path. Only helpful in markets where the dealers themselves care for the education of their staff (e.g. MCSEE) and where the levels are clearly allocated to the users.

Course planning

Market

Certification

Country

NOTE:

If a user has the Senior or Master Technician as target level AND if he has not to participate in the courses of the lower levels anymore we’d suggest to define the lower levels as “obtained certifications”. Then this report will give you a useful result for your course planning.

Number	Level name	Course number	Count
1	Technician	MMD_11	299
		MTC_103	214
		MTC_104	243
		MTC_105	304
		MTC_106	277
		MTC_114	311
		MTC_120	298
5	Senior Technician	MMD_29	181
		MTC_207	153
		MTC_208	167
		MTC_209	188
		MTC_215	161
9	Master Technician	MTC_218	179
		MMD_39	319
		MTC_311	299
		MTC_312	313

2. Standards

Standards



Core Standard - Masters Qualification



Standards - Certifications



Core Standard - Technical Training



Core Standard - Technical Training - Training days (Trainer)

Core Standard – Masters Qualification **Under construction**

This report gives you an overview showing which companies have already reached the required standard (defined in the qualification details) (e.g. which companies have already achieved the "Masters" Standard). The required standard has to be defined for every market and implemented by the developers.



Core Standard – Technical Training **Under construction**

This report shows companies who achieve the standard; do not achieve the standard; or both. If they achieve the standard or not is shown by the icon in the left column.

NOTE:

The “minimum training days” are counted per dealer, not per technician. Therefore the usefulness is very limited at the moment.

Per default the standard of MME (3 days) is set. Changes required by markets must be implemented by developers. Please send a Service Call.

Core Standards - Technical Training

Market DE - --MMD - Mazda Motors (Deutschland) GmbH
Type Curriculum Training
Course flags
Include inactive companies?
Standard achieved (Y/N/B) yes no both
Registration status - please choose -
Date Range (from - to) [yyyy-MM-dd]

Market (Standard): Mazda Motors Europe (MME)

Parameters

- CERTIFICATION (, affected courses: 0)
- MINIMUM TRAINING DAYS: 3

Achieved		Company	days
✓	👍	██████████ GmbH (██████████)	5
✓	👍	██████████ GmbH (██████████)	6
✓	👍	A/██████████ (██████████)	5
✓	👍	██████████ GmbH (██████████)	9
✓	👍	AH ██████████ oHG (██████████)	7
✗	👍	AH ██████████ oHG (██████████)	2
✗	👍	AH ██████████ GmbH (██████████)	0
✓	👍	AH ██████████ GmbH (██████████)	6
✗	👍	AH ██████████ oHG (██████████)	0



Standards – Certifications

This report gives an overview of the certificates obtained in the defined market/country.

Attention: Usefulness may be limited depending on the obtained / assigned certifications.

NOTE:

Depending on the achieved certification levels technicians may be counted more than once. In the example below: there are 1549 technicians in this market (checkbox “technician” on user page ticked), but there are 2760 certifications. Furthermore these certifications can belong to non-technicians (in case the administrator has forgotten to tick the checkbox). A proper assignment of the obtained certifications will probably lead to better results (see also NOTE on page 3 – course planning).

Report - Certifications

Market

Certification

Company

Date Range (from - to)
[yyyy-MM-dd] ⓘ

Registered technicians (in the chosen market) 1549

Certifications 2760

3 entries found, displaying all entries.

Certification	Certification level	Count	Percentage	Percentage (based on technicians)
Mazda Masters	Senior Technician	992	35.94	64.04
	Master Technician	571	20.69	36.86
	Technician	1197	43.37	77.28



Core Standard – Technical Training – Training days (Trainer)

This report counts the training days of the trainers in a market. The factor lets you compare the efficiency of a trainer (based on the amount of registered technicians in the market).

Attention: usefulness of the column “factor” is limited because it is not considered whether a person is full-time or part-time trainer.

Registered technicians (in the chosen market) 1549

9 entries found, displaying all entries.

	Trainer	Company	Days (Course)	Days (Course date difference)	Days (virtual)	Factor
✓			101.0	101.0		0.065
✓			97.0	97.0		0.063
✓			50.0	50.0		0.032
✓			115.0	115.0		0.074
✓			113.0	113.0		0.073
✓			7.0	7.0		0.005
✓			86.0	86.0		0.056
✓			106.0	106.0		0.068
✓			105.0	105.0		0.068

3. Online Test

Online Test



Online-Test Report



Online-Test Report (KPI)

Online-Test Report

This report shows the results of the online test(s). In this report all users appear which are registered on a course date and have participated in “real” online tests.

Online test ≠ test at the end of an eLearning. Creation of online tests was part of the first training session.

Online Test Report

Market

Department

Course

Course date

Course test



Online-Test Report (KPI)

In the result, **all the user tests** are considered. Some further constraints could be made for the search. Also tests will be considered that do not have a course date. “Online Test KPI” counts also test results / test grading assigned manually by administrator at the end of a training.



Online Test Report (KPI)

Market: DE --MMD - Mazda Motors (Deutschland) GmbH

Department: customer service

Course: (active) [redacted]

Course test: - all -

Country (Company): - all -

Region (Company): - all -

Date Range (from - to) [yyyy-MM-dd]: [] []

Include inactive users?

Bring unfinished tests into calculation?

Show details

Online Tests	176		
Courses	1		
Training courses	30		
Successful	176	100 %	
failed	0	0 %	
Done	176		

“- ALL -“ = Average of all results over all course dates.

Participant	Company	ISO	Course	Course date	Done	Total time (mins)	Status	[%]	[%]
- ALL -	- ALL -	-	- ALL -	176		0.00		89.3	<div style="width: 89.3%; height: 10px; background-color: green;"></div>
✓ [redacted]	[redacted]	DE	[redacted]	2009-05-11 (10:00) - 2009-05-12	✓	0.00	successfully done	90.0	<div style="width: 90%; height: 10px; background-color: green;"></div>
✓ [redacted]	[redacted]	DE	[redacted]	2009-05-11 (10:00) - 2009-05-12	✓	0.00	successfully done	80.0	<div style="width: 80%; height: 10px; background-color: green;"></div>
✓ [redacted]	[redacted]	DE	[redacted]	2009-05-11 (10:00) - 2009-05-12	✓	0.00	successfully done	70.0	<div style="width: 70%; height: 10px; background-color: green;"></div>



NOTE:

There can be duplicates in the results because the Change Request “best result counts” has not been implemented yet (estimated date: March 2011).

Please be also aware that the results will be different when you include persons from your market. Unfortunately it is not possible to show only results of persons from your market.

Market comparison

This report gives you an overview of the different markets. In detail, a comparison of the accomplished tests between the companies will be shown. The wildcard star (*) can be used for the search. To narrow the results try to fill out more than one field.

Press the “OK” button on top to get the course list, then press the “OK” button at the bottom to see the details!

Attention: Only useful for MME or for NSCs who are in charge of more than one market.

Course number:
 Course name:
 Flag:

Regarded courses:

15 entries found, displaying all entries.

No.	Course name	Course type	Course provider
MTC_37e (EN)	MTC_37e i-Stop System	04 SEMINAR	aftersales
MTC_218e (EN)	MTC_218e Heating, Ventilation and Air Conditioning	01 E-LEARNING (Online)	aftersales
MTC_207e (EN)	MTC_207e - Sensors, Actuators & Data Bus Systems (Technical Training)	01 E-LEARNING (Online)	aftersales
MTC_41e (EN)	MTC_41e Mazda5 (English)	01 E-LEARNING (Online)	aftersales
Mazda6 F/L*MMUK	Mazda6 F/L (Online Training)- United Kingdom	01 E-LEARNING (Online)	marketing
CX-7_GB-en	CX-7 Facelift (Online Training) - United Kingdom	01 E-LEARNING (Online)	marketing
MTC_40e (EN)	MTC_40e Mazda6 F/L (Technical Training)	01 E-LEARNING (Online)	aftersales
MTC_208e (EN)	MTC_208e Electrics 1	01 E-LEARNING (Online)	aftersales
MTC_36e (EN)	MTC_36e Mazda 3 (Technical Training) (English)	01 E-LEARNING (Online)	aftersales
MTC_114e (EN)	MTC_114e Manual Transaxle + 4WD	01 E-LEARNING (Online)	aftersales
MTC_313e (EN)	MTC_313e Rotary Engine Management Diagnostics & Mechanics	01 E-LEARNING (Online)	aftersales
MTC_102e V3 (EN)	MTC_102e V3 (EN) Mazda History, Present and Future	01 E-LEARNING (Online)	aftersales
MTC_316e (EN)	MTC_316e (EN) Automatic Transaxle Diagnostics	01 E-LEARNING (Online)	aftersales
MTC_209e (EN)	MTC_209e Electric Systems 2	01 E-LEARNING (Online)	aftersales
MTC_38e (EN)	MTC_38e CX-7 Facelift (Technical Training)	01 E-LEARNING (Online)	aftersales

Export options: CSV | Excel | XML | PDF



Penetration statistic

This report is similar to “eLearning report details”. This report gives an overview about the test results of the companies of the selected market. Useful for managers, especially when being in charge of more than one market.

e-Learning Report (grouped)

This report shows clearly arranged the summarized results of the online test(s). This report can also be grouped by job-roles. We consider this report to be the most useful one concerning eLearnings.

e-Learning Report

Market: [dropdown menu]

Department: customer service [dropdown menu]

Course: (active) MTC [dropdown menu]

e-Learning: (active) Manual Transaxle + 4WD [dropdown menu]

Include persons from market:

Show user:

Inactive too?:

technicians only:

job-role:

no profession 01 SALES PEOPLE 02 MOTOR MECHANIC 03 ELECTRIC ENGINEER

04 SERVICE ADVISOR 05 WAREHOUSE WORKER 06 CAR BODY 07 OFFICE

08 OWNER/ MANAGER 09 OTHER

select all

[OK]

	Company / User	Participants	Started	%	Done	%	Success	%	Failed	%
Σ	Market overview / sum up	7305	332	4.54	315	4.31	227	72.06	88	27.94
	GmbH (???)	5	0	0.00	0	0.00	0	0.00	0	0.00
	H	0	0	0.00	0	0.00	0	0.00	0	0.00
	L	0	0	0.00	0	0.00	0	0.00	0	0.00
	S	0	0	0.00	0	0.00	0	0.00	0	0.00
	V	0	0	0.00	0	0.00	0	0.00	0	0.00
	W	0	0	0.00	0	0.00	0	0.00	0	0.00
	GmbH (???)	8	0	0.00	0	0.00	0	0.00	0	0.00
	D	0	0	0.00	0	0.00	0	0.00	0	0.00
	H	0	0	0.00	0	0.00	0	0.00	0	0.00
	H	0	0	0.00	0	0.00	0	0.00	0	0.00
	K	0	0	0.00	0	0.00	0	0.00	0	0.00
	M	0	0	0.00	0	0.00	0	0.00	0	0.00
	S	0	0	0.00	0	0.00	0	0.00	0	0.00
	T	0	0	0.00	0	0.00	0	0.00	0	0.00
	We	0	0	0.00	0	0.00	0	0.00	0	0.00
	A	3	2	66.67	2	66.67	2	100.00	0	0.00
	E	0	2	0.00	2	100.00	2	100.00	0	0.00
	E	0	1	0.00	1	100.00	1	100.00	0	0.00
	L	0	0	0.00	0	0.00	0	0.00	0	0.00



5. Feedback

Feedback



Feedback Evaluation

For this report the developers assign a feedback form created by the NSCs. It is not possible to upload the form by yourself. This form can be assigned to participants on the course dates.

The other Feedback report (concerning eFeedback) is still under construction.

6. Other

Other



Course room Report



Resource Allocation



Trainer/Technician Relation

Course room report

This report gives you an overview of the course rooms (when they are assigned, when they are free, for which course they are used ...).

NOTE: It does NOT show the degree of capacity utilization!

Trainer / Technician Relation

Shows the relationship of technicians/trainer for the selected market.

**Useful for managers who are in charge of more than one market or for NSCs with several trainers.
Be careful with the interpretation of / drawing of conclusions out of these results!**

Resource Allocation

This report gives you an overview of allocated resources.

Only useful if resources are clearly defined and consistently well maintained.