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www.CADDI.com

lean-ISD via the PACT Processes for T&D

The CADDI Newsletter

February 1998

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SWI •
Svenson &
Wallace, Inc.
recently decided
to evolve its
management
consulting
business into two
separate
entities . . . and
CADDI was
born.

Guy Wallace and
Pete Hybert are
joining forces to
construct a
consulting
practice focused
on providing
clients with
project support
and the
development of
internal
capability in the
application of the
lean-ISD
approach to the
planning and
management,
analysis, design,
and development
of perform-ance-
based training
and evelopment.
lean-ISD via the
PACT Processes.

CADDI Open For Business . . .

CADDI, Inc.—Curriculum
Architecture Design & Development
Institute, Inc.—officially opened its doors
for business January 2, 1998. CADDI will
specialize in both the conduct of
Curriculum Architecture Design and
Development projects
and the transfer of the
methodologies of the
PACT Processes for
Training &
Development (T&D).
CADDI will offer PACT
Process Workshops to its
clients and the full service
of PACT Process Technology Transfer
(PPTT). Guy Wallace, CADDI founding
partner, says, “Our PPTT projects will
provide our corporate clients with a *lean-
ISD* competence via the PACT
Workshops, the PACT tools and
templates, and the ongoing consultation
during initial implementation stages to
ensure a complete transfer of the
technologies and methodologies of
PACT. We fully intend to build our clients’
self reliance and capability in conducting
our proprietary approach to *lean-ISD*.”

The CADDI start-up staff comes from
SWI • Svenson & Wallace, Inc., a
management consulting firm started in
1978 that has now split into two new
businesses. Each side of SWI focused on
one of the two core lines of business:

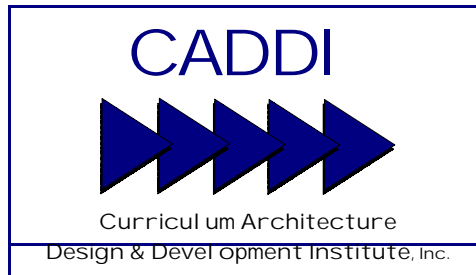
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Introducing the PACTSM Processes for T&D

The PACT Processes for Training &
Development (T&D) are CADDI’s
proprietary set of processes and
methodologies that take a *lean-ISD*
approach to performance-based training
and development. The PACT acronym

says it all:

Performance-
based
Accelerated
Customer-/
Stakeholder
driven
T&D



CADDI’s
PACT Processes for T&D have been in
use, by name, at SWI since 1988.
However, our practice of performance-
based ISD goes back to 1979 when Guy
Wallace learned Performance Modeling
at his first training *gig* out of college at
Wickes Lumber. He also applied
Performance Modeling to T&D projects at
Motorola Training & Education Center,

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PACT Processes for T&D Introduction

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the forerunner of Motorola University, in the early 1980s.

CADDI partner Pete Hybert began using Performance Models in his T&D projects in 1987. Other CADDI consultants have experience in applying the principles of the PACT Processes to ISD projects.

Together, the CADDI traveling and home teams will either conduct PACT Process projects for our clients or assist our clients in developing their own bench strength and self-reliance with the PACT Processes for T&D.

Guy Wallace: "Some of the key goals of the PACT Processes are to make ISD projects more predictable in terms of their quality, cycle time, and costs. Quality is measured in terms of the impact to human performance improvement and business process improvement."

Pete Hybert: "I've used Performance

"The key goals of the PACT Processes are to enable ISD projects to be more predictable in their quality, cycle time, and costs."

Model data to diagnose performance issues and to design curriculum architectures, training events, reference guides/manuals, databases, job aids, role descriptions, qualification tests, simulations, career development paths, and even measurement systems—I think that is great revenue on the investment of team time and talent."

Deb Arndt: "Because they are *lean*, PACT Process project managers are able to plan a PACT project accurately and manage the project to the major project milestones."

For more on PACT, please refer to the articles on pages 3 and 4 providing PACT perspectives from some of *our* clients and some of *their* clients. Also check out the CADDI Web site for many articles on the methods for *lean*-ISD via the PACT Processes for T&D.

CADDI Open for Business . . .

(Continued from page 1)

Strategic Planning for T&D or Curriculum Architecture Design and Development.

Former SWI partner Guy Wallace is the founding partner of CADDI, along with former SWI principal Pete Hybert. Together, they intend to build a high-performance team that will leverage current computer technology to better serve the needs of CADDI clients in

conducting and developing a *lean* approach to ISD.

Guy Wallace states, "We are all very excited about our new business—not that it's new. We have, after all, been conducting PACT projects for many clients for many years."

Check out our Web site at . . .

www.caddi.com

The CADDI Team . . . Here to Serve Your Needs for *lean*-ISD

The CADDI crew includes **Jennifer Corman**, our business & marketing manager. Operations manager **Chuck Compton** will be responsible for our systems and facilities. Quality assurance manager **MaryBeth O'Hara** and production specialists **Barbara Lawler** and **Hans Riemenschneider** get our work out the door on time with high quality!

CADDI consultants include **Deb Arndt**, **Kelly Rennels**, **Pete Hybert**, and **Guy Wallace**.

Please call on us when you are ready for a workshop on, or a demonstration project of, our approach to predictable, lean-ISD!

CADDI

**1998
Conference
Presence**

Lakewood Conference

Atlanta, GA
February 16-19,
1998 Guy and Pete
will deliver a
presentation on
"*lean*-ISD" on
February 17.

ISPI Conference

Chicago, IL
March 16-20, 1998
Booth #422
Expo hours:
Tue.: 5:30-8:30 p.m.
Wed.: 10:00 a.m.-
6:00 p.m.
Thu.: 9:00 a.m.-
3:30 p.m.

Guy and Pete will
present "*lean*-ISD"
on March 18.

Guy and Pete will
host "*lean*-ISD
applications" on
March 19—a
session where 12 of
our clients, in a
quasi-cracker-
barrel session, will
provide highlights
and their lessons
learned from
experiences and
uses of *lean*-ISD via
the PACT Processes
for T&D.

Please Join Us!

“At the heart of the PACT Processes for T&D are the Performance Models and the Knowledge/Skills Matrices.”

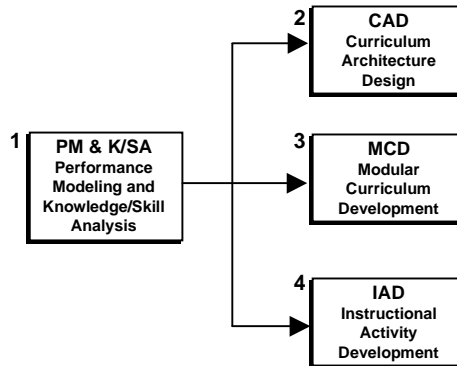
The PACT Processes for T&D

Performance-based
Accelerated
Customer-/Stakeholder-driven
Training & Development

lean-ISD

Demystifying the PACT Processes for T&D (part 1)

There are three PACT Processes for T&D, all of which are performance-based due to the front-end Performance Model data and systematically *derived* knowledge/skills.



Note: All PACT Processes are performance-based!

Curriculum Architecture Design (CAD) creates a systems design for all T&D that focuses on performance and shareable T&D Modules, leading to reduced costs for the life cycle management and deployment of the entire T&D product line.

PACT Customers Have Their Say

PACT Process participants and customers have provided us with the following testimonials during project debriefings . . .

Randy Kohout of Bank America's Global Learning Services says, "One of the most exciting and beneficial aspects of the PACT Process is the partnership that develops between the line Steering Teams and the training and development department. The scheduled process gate reviews drive the ongoing communications, instill line ownership of the results, and

Modular Curriculum Development (MCD) is more akin to traditional ISD processes. If preceded by a CAD (it doesn't have to be), it leverages off both the CAD analysis and design data providing a jump-start to ISD projects.

Instructional Activity Development (IAD) is focused on the development of performance-based application exercises that simulate real job performance.

At the heart of all three of the PACT Processes are the keystone analyses data: the Performance Models and Knowledge/Skills Matrices. Almost all PACT analyses are completed in two- or three-day, intense group meetings.

The PACT Processes provide a structured, gated approach that provides the customerside with control/ownership of the *content* and the key business decisions inherent in ISD projects, while maintaining instructional integrity via the control/ownership of the *process* to the supply-side ISDers. It's a *pact* created via the detailed Project Plans and updated via formal gate reviews.

For more information on each of the three PACT Processes for T&D, please check out our definitions, examples, and articles on the CADDI Web site at

www.caddi.com

assure that training and development continues to focus on the right business objectives."

After developing a 19-day training course in four weeks and after three deliveries, Cindy Oertwig, Skills Development Team for McLeodUSA (formerly Consolidated Communications), states, "We have decided there is no possible way we could have been successful without the upfront planning we did with CADDI using the CAD process."

lean-ISD

Please note CADDI's new numbers/address

Phone: 630/355-9800
Fax: 630/355-9818
e-mail : CADDI-Inc@worldnet.att.net

We look forward to hearing from you!

One PACT Process project led to a benchmarking effort, a CAD, and then the Chairman's Quality Award.

PACT Process Practitioners Have Their Say

The PACT Processes are *lean* because they shorten cycle times, reduce incurred expenses, and improve the quality of the outputs.

The following quotes are from PACT Practitioners we have trained and developed over the past several years:

John Stolter, independent ISD consultant, states, "CADDI's PACT Processes embody the fundamental principles of instructional technology. More importantly, the processes have a built-in project management scheme that makes it easy to use and easy to track and communicate progress. Finally, the processes also enable the customer to make key business decisions along the way, never assuming that training is the only answer. In short, the PACT

Processes are ISD, project management, and ROI business decision-making all rolled into one rich, easy-to-use process."

Christie Westall of Hewlett Packard says, "We've been able to reuse the same basic course design for new functional areas. With the structure we've created, people without instructional design experience—process owners—can often edit the basic content within the curriculum training materials without having to do a redesign of the course or the curriculum. It saves significant time and money, produces a better product, and raises their comfort level."