



FAA : Benchmarking Premier Technical Training Providers – lessons from other industries

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Focus Research Area

- Identify industries that have similar training requirements to ATC/ATSS
- Document and analyze these training programs, and best practice
- Summarize the key lessons learnt
- Recommend best practices to improve ATC/ ATSS training and to meet strategic goals



A study of U.S. based corporations and educational institutions benchmarking for Trainings in 2016



Emergency Department Performance Measurement Benchmark



Literature review of Gamification



2017 Ethics and Compliance Training Benchmarks

Research Goal

- Develop recommendations on:
 - actionable tools
 - performance metrics and
 - evaluation process
- Recommendations to be based on lessons learnt from other industries
- Recommendations may help improve the efficiency and effectiveness of ATC/ATSS technical training programs

Research Approach

The research team follows a two-phase approach to conduct the research.

Phase I:

- (1) Literature review of performance evaluation and benchmarking practices of technical/professional training institutions and programs.
- (2) Identify industries that have similar technical/professional training requirements and goals to those for ATC and ATSS.
- (3) Conduct focus group to review and validate the relevance of the technical training practices in the selected industries to ATC and ATSS technical training.
- (4) Document and review the training programs of the selected industries, including tools, evaluation metrics (if any) and processes.

Phase II:

- (5) Identify best practices in the selected industries that are relevant to ATC and ATSS training.
- (6) Summarize key lessons learnt and top success stories.
- (7) Develop recommendations on tools and processes that may help FAA to improve ATC and ATSS technical training.

