

Case Study: **Lynden Door**



CUSTOMER INFORMATION

Customer Name: **Lynden Door**

Location: **Lynden, Washington, USA**

Type: **Manufacturing - Producer of residential,
commercial, and architectural doors**

Website: **www.lyndendoor.com**

SkyPrep Customer Since: **2016**

SUCCESS STORY

As a growing company, keeping up with constantly onboarding new employees can be challenging. Between ensuring new hires attend the right training sessions, monitoring course progress, and rescheduling training to accommodate everyone - keeping an efficient onboarding program is a lot of work. It can, however, be made simpler with the right training software in place.

By using SkyPrep, Lynden Door streamlined the tracking process for Instructor-led new employee training. The organization completely eliminated onboarding absenteeism, gaining a new attendance rate of 100% from a prior 60%.

features, have the ability to scale with the organization and deliver all Instructor-led training sessions.

“[when looking for an LMS] it needed to be user friendly, it needed to have the ability to sell courses in the future (we wanted to have an LMS that can grow with us), and offered the ability to group different learners/managers and assign roles. The other two things we were looking at was the robust assessment and reporting capabilities, and SkyPrep blew all of them out of the water.” - Anna Frlan

When researching training platforms, Lynden Door looked at 40 different Learning Management Systems. The great customer service, powerful Instructor-led training feature, and the intuitive interface for Lynden Door made SkyPrep stand out from all others.

“We had a long list of things that we needed and your team bent over backwards for us. You have been amazing and we are just so thankful for the partnership we have at SkyPrep.” - Anna Frlan

Lynden Door has been using the SkyPrep platform since 2016 to organize and deliver Instructor-led training to 400 employees across multiple departments. SkyPrep’s biggest impact on the business was seen in the ability to communicate with the team on required Instructor-led training, properly track in-person training in order to reduce absenteeism and understand how well employees navigate the training courses. Because Lynden Door conducts training on a regular basis every quarter, they have been taking advantage of the advanced customized reports, analytics, and notifications, to better keep track of what training was attended and what was left outstanding.

“Being able to register someone for an instructor-led training and having their supervisor immediately notified, tracking when they’ve done their training and pulling reports, made it so much easier. We love that everything is downloadable



“With the help of SkyPrep we have been able to take our onboarding attendance from 60% to 100%. It was difficult to schedule training and SkyPrep played a huge part in changing that. We looked at 40 learning management systems. SkyPrep stood out to us because of their amazing customer service and because of the instructor-led training area that they had been building out”.

- Anna Frlan, Lynden Door

THE CUSTOMER

Founded in 1978, Lynden Door is a family owned and operated business that has become one of the leading producers of residential, commercial and architectural doors in the Western U.S. and Canada. The company offers a blended product portfolio of molded panel & flush interior doors suitable for a wide range of specifications and budgets. The manufacturing facility is located in the US - Pacific Northwest, and serves customers in single & multi family, office tower, hospitality, educational, medical & health care segments in the USA and Canada.

THE CHALLENGE

As a growing company, Lynden Door faced several challenges in their corporate training initiatives.

Most of their training and onboarding happened through Instructor-led training and as a result, only 60% of trainees were able to attend the initial in-person training sessions.

Unfortunately, in attempts to accommodate all new hires and trainers, remake onboarding sessions often had to

be pushed back by several weeks, which hindered new employees' ability to learn their jobs quickly and properly integrate into the company's culture.

Additionally, Lynden Door's training was documented by hand, using spreadsheets. That made it very difficult to track and analyze class attendance and outstanding course completions.

"Before SkyPrep we had a lot of spreadsheets we were using to keep track of training". – Anna Frlan, Lynden Door

Lastly, as the company has been creating a leadership training program with over 80 courses developed, spreadsheets were not an option anymore. Lynden Door needed a solution that would enable them to deliver and track Instructor-led training efficiently and scale with the organization.

THE SOLUTION

Lynden Door needed an LMS that had a few core properties: it needed to be user-friendly, support course selling, have customizable user management, offer robust assessment

*into an excel format so if we need further analytics we can do that without any problems. " - **Anna Frlan***

THE RESULTS

With the use of SkyPrep and its comprehensive reporting features, Lynden Door has been able to better track their Instructor-led training in order to gain a deeper understanding of attendance, performance and overall course activities. As a result of new insights, they made the decision to redesign their in-class training schedule and completely eliminated onboarding absenteeism, with a new attendance rate of 100% (previously 60%). Their employees also became productive, learned their jobs, and integrated into the company culture in a much shorter time frame.

*"With the new onboarding program we saw higher engagement, we saw them making friends faster, understanding their roles better and more rapidly, and doing better in their jobs" - **Anna Frlan***

Going forward, Lynden Door and SkyPrep will continue to strengthen their partnership by working together to offer Instructor-led onboarding, leadership courses across the organization, and online training to the freight team.

*"SkyPrep is an amazing blend of the hard skills and the soft skills to make a learning management system run efficiently and effectively. The software works really well and there is such an incredible work resource center set up that is very easy to use and very easy to contact for support when needed and with replies back really quickly. On the soft skills side of things, I feel like I'm actually treated like a real person, always put at the head of whatever the team needs to do to be able to make it work really well and the team is always very kind" - **Anna Frlan***

CONTACT US:

hello@skyprep.com
1-855-SKY-PREP
1-855-759-7737