

CASE STUDY

HVAC Contractor Cuts Callback Rates and Increases Profits with SkillMill™ Content



AT A GLANCE

ABOUT T.E. SPALL & SON

- Leading HVAC Contractor in Northeastern Pennsylvania Region
- Specialists in HVAC designing, engineering and installing for residential and commercial buildings
- Large service provider in the region, employing a team of 26 techs

CHALLENGES

- HVAC techs emerge from trade school with only very basic skills
- Getting service techs fully trained is slow and expensive
- Each callback is estimated to cost the company around \$720, negatively impacting profits
- It is difficult to attract and retain high-level talent in the industry

RESULTS

- Standardized training curriculum with stackable content built better techs
- Investing in the team resulted in higher-performing techs and better retention rates
- Formal focus on training reduced the number of callbacks by a margin of at least 25%



Used SkillMill™ as core training content



Reduced callback rates



Turned a profit during slow season



Improved employee retention and performance

SUMMARY

- Interplay Learning's SkillMill™ courses have been a core component in T.E. University training since December 2018.
- All service techs regularly train four days a week.
- In 2019, despite an unusually slow summer season, the company still managed to turn a healthy profit, thanks to a lower than usual callback rate.
- During the COVID-19 shutdown, training was put on hold, and when service resumed, the rate of callbacks was notably higher than the previous year.



SKILLMILL™ TRAINING CREATES A STRONGER WORKFORCE

When Tom Spall decided to place more emphasis on formal training for his HVAC technicians, he assumed that he would be creating original training content from scratch. Instead, he was introduced to Interplay Learning's online course catalog, SkillMill™ and immediately realized he could build a fortified training structure with Interplay classes at the core. He founded T.E. University using white-labeled SkillMill™ content, which freed up his time to create a strong culture of learning and development within his team.



"I'm sure you've heard the old adage, 'What if you train them and they leave?' Well, what if you don't train them and they stay?"

- Tom Spall

"2019 was a bad weather year for our business, which typically means we operate at and expect a loss. Last year was different. We were profitable...we had less callbacks and less Advanced Tech assists, which kept our costs down."

- Barb Gillott

THEORY TESTED

In 2019, the first year of training, during a "bad weather year," instead of an expected operating loss, the company saw a profit. Tom attributed it to lower numbers of callbacks, a result of the Interplay Learning-enhanced training curriculum. In March of 2020, COVID-19 interrupted their training regimen. When the season came back into full swing, there was a marked increase in callbacks. Tom realized that the only significant difference between 2019 and 2020, was the lapse in regular SkillMill™ course training.

OUTCOMES

- Adding Interplay Learning content to training resulted in better-trained, more prepared technicians
- Better-trained techs led to 25% fewer callbacks and significant company savings
- Investing in training improved the culture of their business, resulting in higher retention and performance

The lapse in training due to COVID-19 provided a rare opportunity to compare company performance with and without regular training. It served as a valuable reminder of the impact that a focused team training program can have on the company bottom line. Tom is looking forward to SkillMill's ever-expanding offerings that power T.E. University, and continues driving value by investing in his team.

"The actual impact that training in general has on your culture — you can't put a price tag on that — because it creates a culture where people feel like they're being invested in. When they feel like they're being invested in, people tend to bring a better version of themselves to work every day. "

- Tom Spall