

WorkKeys® job skill assessments have been proven to help businesses attain and keep low employee turnover rates. Here are some examples.

Owensboro Medical Health System—Owensboro, Kentucky

Challenge: This health care facility wanted to develop a skill-enhancement system for professional and skilled employees using ACT WorkKeys.

Solution: Managers created a skill-enhancement system that supports their goal of giving employees opportunities for self-improvement and advancement. Employees take WorkKeys Applied Mathematics and Reading for Information tests, followed by a self-study program. Employees can use their scores to identify other positions for which they may be qualified or to increase their chances of being promoted.



Results: OMHS has seen its turnover rate decrease by 32 percent.

Nearly 650 employees have participated in the program.

Many employees have been able to transfer to higher-paying jobs within the hospital.

UP Special Delivery—Kingsford, Michigan

Challenge: This trucking company had problems with turnover and accuracy among its data entry staff, responsible for all of the company's legal shipping documents.



This had a significant financial impact on the company. UP needed a way to improve accuracy by hiring people who possess high skills.

Solution: WorkKeys was used to determine the skills needed for the data entry position. Job applicants for data entry positions take WorkKeys Observation, Reading for Information, Applied Mathematics, and Locating Information assessments. Results are used to select candidates whose skills match the job profile.

Results: Turnover in the data entry department has dropped 85 percent.

Past-due bills have been cut in half, resulting in cash flow improvements for the company and greater customer satisfaction.

MidAmerican Energy—Des Moines, Iowa



Challenge: One of the largest utilities in the Midwest, MidAmerican wanted to find an effective, validated pre-employment assessment tool for entry-level skilled positions that is easily accessible from locations across the United States.

Solution: MidAmerican pilot-tested ACT WorkKeys as the pre-employment test for all meter reader job candidates. WorkKeys job profilers have since examined five positions for the skills needed to perform the jobs effectively: meter reader, fuel handling technician, plant helper, power plant operator, and assistant unit operator. This helped the company realize the key foundational skills needed to perform the jobs.

Results: Overall turnover for meter readers has dropped 83 percent.

Managers report that new employees hired with WorkKeys are more effective and able to learn at a quicker pace than past hires.

Every job candidate is referred to ACT's website prior to testing for access to sample questions, practice exams, and information about the tests. The company has seen an increase in pass rates.

Steelscape—Kalama, Washington

Challenge: This producer of steel coils for the construction industry needed a rigorous hiring process for its manufacturing associates, who perform daily plant operations.

Solution: The manufacturing associate position was profiled using WorkKeys. It was determined that the WorkKeys assessments most relevant to pre-employment screening were Applied Mathematics, Applied Technology, Observation, and Teamwork. Before submitting an application to the company, applicants must first pass all four assessments at the levels indicated.

Results: Using WorkKeys as a screening tool has contributed to an overall turnover rate below 4 percent.

In October 2004, Steelscape received a "Best Practice" award from the American Psychological Association for its hiring practices, including the use of WorkKeys.