

case study

SAS Braathens

Saba® Learning Helps SAS Braathens Maintain Regulatory Compliance

Solution Overview

Industry — Airline

Challenge

Implement a systematic approach to meet regulatory training compliance and security issues

Benefits

- Provides employees real-time access to training
- Facilitates cost-effective certification management
- Supports regulatory compliance
- Saved millions of dollars in training costs

Solution

Saba® Learning Suite
Saba® Rapid Deployment Program

SAS Braathens is the largest airline operating in Norway with nearly 440 flights per day, serving over 40 destinations in Norway and Europe.

Saba — The Right Choice, the Only Choice

The airline industry faces an unprecedented need to meet complex regulatory compliance and reporting requirements. With a worldwide crew, SAS Braathens faced the added challenge of distributing training over a large geographic area. So, SAS Braathens decided to look for a Learning Management System (LMS) to replace its proprietary system and to improve the tracking of certifications required by the Civil Aviation Authority (CAA).

“We chose Saba Learning because of the strong certification and competency functionality, as well as Saba’s customer references and support for the Norwegian language.”

Kjell Espen Skjavestad, Manager of Administration and Documentation
SAS Braathens

SAS Braathens addressed these complex challenges by selecting Saba Learning Suite to deliver learning programs to its 5,000 employees. “We chose Saba Learning because of the strong certification and competency functionality, as well as Saba’s customer references and support for the Norwegian language,” said Kjell Espen Skjavestad, manager of administration and documentation at SAS Braathens. “Of the companies we evaluated, Saba was the only one that could handle our specific needs and complexities.”

Rapid and Smooth Deployment

Using the Rapid Deployment Process (RDP), Saba was implemented at SAS Braathens in just four weeks. Additionally, all of SAS Braathens employees have real-time access to training via Saba Learning. “Our goal was to have the Saba system up and running in a short period of time, relying on Saba’s ‘best practices’ approach,” said Skjavestad.

“Saba’s RDP exceeded our expectations. What was scheduled for six weeks, only took four.”

Saba’s Systematic Approach Leads to Sizeable Savings

During an extremely difficult period in aviation history, complicated by new, stringent federal regulations and an uncertain economic climate, SAS Braathens uses the Saba system to cost-effectively manage certifications and maintain regulatory compliance. Saba underpins the training and certification of Braathens’ air and ground staff. With Saba, Braathens implemented a systematic approach to train its staff and track all training records in a reliable way, in compliance with requirements imposed by aircraft authorities.

“Before Saba, we used an ad hoc training process to respond to new laws or rules. Training was unreliable and resource-intensive to administer,” said Skjavestad. “We did not have a central database to see training records — everything was managed in Excel spreadsheets and Access databases. As a result, Braathens was exposed to the risk of noncompliance.”

For example, in the aftermath of 9/11, the European Union (EU) mandated that all personnel with access to airport facilities must be trained to deal with nearly any security threat. With Saba Learning, SAS Braathens designed 10 modules of e-learning and presented its learners with scenarios in an online virtual airport environment. Every employee carrying an ID card at airports completed this required training in record time.

Essentially, Saba’s e-learning brought the airport to the individuals, rather than forcing them to leave their workplaces — thereby, resulting in \$3 million savings for Braathens.

Pull Model Proves to be More Effective

Saba Learning Suite has completely changed SAS Braathens’ training strategy. “In the past, before Saba, learning was a push model — management told employees what training to take then arranged the registration and delivery of it. With Saba Learning Suite, it is now a pull model whereby management defines the learning roadmap and the employee pulls content and takes actions, such as enrolling for courses, certification or assessments, on their own. Management and employees can now see and understand the competency gaps, and act accordingly,” Skjavestad said.

Moving Forward

“Having successfully implemented and fully utilized Saba Learning Suite in SAS Braathens, we will now look to implement throughout the SAS Group, representing 34,000 employees,” concluded Skjavestad.

SAS Braathens will continue to use Saba Learning to provide and manage certifications and notifications that validate that its flight crew, technical staff, ground crew and managers have received training on topics such as security, safety, ticketing, information technology, simulations, dangerous goods, maintenance, cleaning and catering. The company also uses Saba Learning to support a blended learning environment by transitioning some courses from instructor-led to computer-based training and e-learning offerings. By accessing Saba Learning and the right training via a Web browser — anytime, anywhere — employees are able to quickly and easily keep certifications valid, and Braathens avoids the costly fines.