

# Microsoft® Office Specialist

Global Construction Company Implements Microsoft Office Specialist Certification to Increase Employee Productivity

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Success Story



韓進重工業

## HANJIN HEAVY INDUSTRIES AND CONSTRUCTION

**Location:**  
Korea

**Number of Employees:**  
3400

**Success Metrics:**

- Employee assessment
- Globally-recognized standard
- Increases productivity

## HANJIN HEAVY INDUSTRIES AND CONSTRUCTION CERTIFIES HUNDREDS OF EMPLOYEES EACH YEAR

### CHALLENGE

Hanjin Heavy Industries and Construction is a global construction company based in Korea that specializes in ship building, construction and plant services. With eight major offices worldwide, one of Hanjin's goals is to continually increase employee productivity.

A total of 3,400 employees work on the ship building side of Hanjin's operations, and 1,300 employees work on the building of roads, harbors, subways and airports.

In 2003, Hanjin audited their internal processes and discovered that most of their employees were using Microsoft Office. They also determined that Office application skills were directly tied to the productivity of the organization.

"We place a top priority on customer satisfaction through advanced technology and service," said Sun-Han Kwon, Assistant Manager, Hanjin Heavy Industries and Construction. "One way to better serve our customers is to improve our internal processes, and we decided to look for a better way to test our employees and improve on their technology skills."

The human resources department began to evaluate Microsoft Office Specialist (MOS) certification as a way to strengthen employees' skills and as an assessment for employee performance evaluations.

### SOLUTION

Once the human resources department determined that MOS was a valuable assessment of employee skills, various departments at Hanjin implemented MOS training and certification. The MOS exams replaced Hanjin's internal computer ability evaluation test.

"The internal computer test was not always considered fair and objective," said Kwon. "By implementing the Microsoft authorized certification program, we were giving our employees a third party evaluation that was recognized by the industry worldwide."

Yang Jaesik, Section Chief of Hanjin Construction Training Team #2, said the MOS program was adopted in part because computer skills are necessary for every company, regardless of the type of business. "We are a construction company and our sales are generated nationwide, therefore the noncumulative method is very important to our business. For this reason, our employees need better-than-average Excel skills."

Hanjin conducts three days of computer training for employees, and they take the MOS exams on the last day of the program.

In order to be promoted and to earn credit points for their performance evaluation, employees must pass two out of the three MOS exams. The MOS score results are sent to the

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*"The feedback we have received from human resources and employees who have participated in the MOS program is that in addition to improving their skills and productivity, it also helps to build their career with the company."*

– **Yang Jaesik,**  
**Section Chief**  
**of Hanjin Construction**  
**Training Team #2**

individual test taker, the human resources department, the head of the test taker's department and site managers by email.

## RESULTS

Today, Hanjin offers all non-managerial employees the opportunity to undergo training and certification for Microsoft Word, Microsoft Excel and Microsoft PowerPoint. They plan to extend adoption of the MOS program to section chiefs later this year.

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Some employees thought their training period was not long enough to pass the certification exams, and Hanjin plans to continue to refine the preparation process to help employees pass the exams.

"Certification has helped our employees work to master these Microsoft Office programs," said Mr. Sun-Han. "The exams are motivating and have already started to increase productivity at Hanjin.

Since 2003, More than 2500 Hanjin employees have earned an MOS certification. The human resources department has set a goal to have all employees earn two MOS certifications.

"MOS certification motivates and stimulates our employees, and gives us a third party measure to verify their computing skills," said Mr. Sun-Han. "We look forward to expanding the program at Hanjin, and hope to continue to increase productivity throughout the company."

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