

		<b>Informal Measurements</b>		<b>Fc</b>	
				<b>The Input Model</b>	<b>The Participant as a Product</b>
		<i>Basic Assumption</i>		<i>a lot of input, most be good outcome and he more input, the more outcome</i>	<i>good training is a training which produces participants who show the desired result</i>
<b>Characteristics</b>	<b>Meaning</b>	<i>decision on an emotional level</i>			
<i>Simplicity</i>	the ease to set up	simple		simple	straithforward and simple
<i>Speed</i>	the time to set up and to make it operational	almost instantanuously		readily available	fairly short
<i>Time Lag</i>	the period between the training and the availability of the measure	no time lag		information before start train	only after the training
<i>Relation with the cause (diagnostics)</i>	the relation between the value of the measure and the cause	no identifiable relation		no identifiable relation	no identifiable relation
<i>Depth</i>	the 'span of control'	no depth		no depth	no depth
<i>Intern – Extern</i>	who can use the model?	mostly external		both	both
<i>Group - Individual</i>	ment to prone at a group or an individual level?	both		both	both
<i>Examples</i>		mounth-to-mounth, image		the number of sessions, the percentage of the budget spent on training	a knowledge test, a simulation exercise
<i>Best fit for ...</i>		fast measures for unexpensive, short training sessions		as a start and for small training efforts	for short trainings without interest for motivation

Normal Measurements			The Cultural Approach
Training as a Service	Training as a Process	Training as a System	
<i>good training is a training that satisfies the customer</i>	<i>control the process and the result will be a quality training</i>	<i>control the system, the result will be a quality training</i>	<i>training is good as long as the performance goals are met</i>
complexity increases	complex	very complex	Fairly easy
weeks to months	months to years	years	a few days
fast, but always after the training	almost continuously	(almost) continuously	very long
opinions, mostly on negative items	very powerfull	very powerfull	no identifiable relation
possibility to go deep and/or large	very deep and large	very deep and large	no depth
both	mostly internal	internal	internal
best at group level	preferrable group	preferrable group	group
evaluation forms, SERQUAL model	ISO 9000; audits	EFQM, ISO 9000	achievements of goals
training with great interest in the motivation of the participants	improving the internal training department	improving the internal department as part of a companywide effort	at companylevel