

T.E. Spall & Son Cut Callback Rates with Interplay Training Content

Key Successes

- Reduced callbacks by 25%, resulting in cost savings and increased operational efficiency.
- Turned a profit during slow season by leveraging training during downtime
- Improved employee retention with a focused investment in ongoing training
- Increased overall technician performance with Interplay's expansive HVAC catalog

Summary

- Since December 2018, Interplay Learning's courses have been central to T.E. University's training, with all service techs engaging in training four days a week.
- In 2019, despite a slow summer season, the company turned a healthy profit, attributed to a significant 25% reduction in callback rates due to effective training.
- The COVID-19 shutdown, which halted training, led to a noticeable increase in callbacks once service resumed, underscoring the importance of consistent training.
- The ongoing use of Interplay's HVAC catalog has not only improved technician performance but also strengthened employee retention and operational efficiency.

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



Training Goals

- Provide ongoing training to bridge the gap between basic skills learned in trade school and the company's service standards.
- Implement efficient and cost-effective training methods to accelerate the development of fully skilled technicians.
- Minimize callback incidents by improving technician proficiency through targeted training.
- Develop an in-house training program that addresses the skills shortage.

Training Challenges

- Technicians leave trade school with basic skills, necessitating further training to meet company standards.
- The process of developing fully trained technicians is both time-consuming and costly.
- Each callback, estimated at \$720, significantly affects profitability and operational efficiency if not effectively addressed.
- The ongoing skills shortage makes it challenging to attract and retain top-tier talent in the HVAC industry.

"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, CEO



Interplay's Training Creates A Stronger Workforce

When CEO Tom Spall decided to prioritize formal training for his HVAC technicians, he initially thought he would need to develop original training content from scratch. However, upon discovering Interplay Learning's online course catalog, he recognized an opportunity to build a robust training program centered around Interplay's classes. This led him to establish T.E. University using Interplay's content, allowing him to focus on fostering a strong culture of learning and development within 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, CEO

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 Interplay's comprehensive 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 online training. Barb Gillott, T.E. Spall's Office Manager explains,

"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."

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's bottom line. Tom is looking forward to Interplay's ever-expanding offerings that power T.E. University, and continue driving value by investing in his team.

Schedule time with a training expert to learn more.

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