

Turner Knowledge Network

Turner Construction is transforming the way we work within the construction industry. Through Turner Knowledge Network (TKN) and Turner University, a blend of online learning and knowledge management, Turner is creating a smarter and more conscientious workforce – both internally and with its Channel Partners (owners, architects and subcontractors.) The results of this innovative web based solution include faster, more consistent employee growth and development; enhanced recruiting, retention and development; increased safety awareness on-the-job; cost savings, and increased value to customers.

As construction projects become more complex and risks to clients increase, having the most highly qualified staff and subcontractors becomes imperative. To meet this demand, Turner turned to technology to provide its staff and contractors with information and training to enhance individual goals and job performance at a faster pace. In April 2002, Turner created Turner Knowledge Network and began to deliver knowledge and learning quickly and consistently through an organization of over 4,700 employees across 41 business units in 27 states on 1600 projects and to over 25,000 subcontractors representing over 250,000 trade and craftsmen. This technology allows for “just in time” training.

Turner Knowledge Network is a web-based portal that houses both a Document and a Learning Management System (LMS) that is helping to transfer knowledge and best practices throughout the enterprise. The portal also provides links to up-to-date company and industry news, the weather as well as HR, Benefits and other useful links. It is the “go-to” place for information and learning.

Employees use the LMS to register for both web-based and instructor-led learning appropriate for their position/role. They can track skill requirements, analyze gaps in skills and proficiencies and register for learning that address these knowledge gaps in areas such as Leadership, Management and Technical skills. Some examples of web-based courses offered through Turner University include: OSHA 30-Hour Certification, Prolog (Project Management and Collaboration Software), Mechanical, Electrical and Plumbing, Career Counseling, How to Read a Financial Statement, Business Skills and PC Skills as well as the Turner philosophy on ethics, values and customer service.

Employees use the Document Management System to access documents and forms needed in every step of the construction process, as well as accessing related sites. The information housed in the Document Management System represents 100 years of Turner experience, knowledge and “know-how.” By providing access to best practices, Turner is improving efficiency by leveraging lessons learned. Turner can also use information provided in these systems to help assimilate new hires from all over the country from diverse backgrounds and cultures into the company’s common goals and objectives.

Over the past 6 months, 1000 subcontractors have logged onto TKN and half have register for courses with OSHA being the most utilized course. Internally, Turner employees have registered for over 5,000 courses, with 750 employees taking the OSHA 30-Hour Certification Course (saving time away from the job and travel costs.) Since April of this year, Turner has saved an additional \$70,000 in online PC skills training. Building the Turner Knowledge Network and Turner University is helping to distinguish Turner as a world-class employer and builder of choice within the construction industry. Links to TKN will also be found on web sites such as McGraw-Hill, AGC, ASCE and others which reaches a construction audience over a half million.

Turner envisions TKN to be the driving force to pull entire project teams members (Turner staff, owners, architects and subcontractors) into one central location for project collaboration and information sharing and learning. TKN reinforces Turner’s commitment to developing its people and to improving the construction industry.

Contact: James I. Mitnick • Turner Construction Company • 1400 Koppers Building • 436 Seventh Avenue
Pittsburgh PA 15219 • 888-800-TCCO • Fax 412-642-2940 jmitnick@tcco.com • www.turnerconstruction.com

