

THE CLIENT

Quality Insurance Company (QIC) Ghana

Licensed by the National Insurance Company (NIC) as a composite insurance company to transact general insurance business in Ghana.



SUCCESS STORY

What was Phillips Consulting (pcl.), in partnership with LRMG, hired to do?

QIC Ghana engaged pcl. in partnership with LRMG to implement an easy-to-use, robust, digital learning solution with access to various courses across behavioural, technical and functional competencies towards driving business performance and growing revenue.

The Challenges

QIC Ghana wanted a cost-effective digital learning solution that can be easily accessible on mobile devices to develop its dispersed workforce across various competencies.

The Solution

- QIC acquired Skillsoft Percipio LXP, now rebranded as QSmart within the firm
- Qsmart enabled QIC to align learning to the organisation's objectives, generate reports to gain insights into learners' activities, and drive healthy competition among employees with the gamification features
- QIC Ghana has implemented various strategies to ensure the utilisation of the platform towards upskilling their employees
 - Courses are assigned in line with employees' development plans
 - Employees are rewarded quarterly for outstanding performance or sanctioned for poor performance

Client Feedback

“The QSmart learning platform is user friendly and has lots of engaging learning resources with the adoption of relatable scenarios. I can access my learnings on my mobile device seamlessly. One feature I love the most on the mobile device is the offline capability; it enables me to download and access my learning content without internet connectivity.” – **Kofi Agyapong Sarpong**

“QSmart is an easy-to-use platform with a comprehensive library. The courses are engaging and interactive, and I have been able to apply the knowledge gained in my job.” – **Barbara Agyekum Okyere**

Outcomes & Value Delivered

96.3%
learner adoption and engagement on the platform



72%
learner completion rate



1,767
badges/rewards earned on platform



1,161
total time in learning sessions



Impact

Implementing the Percipio LXP has had a tremendous impact on igniting the QIC people and equipping them with new skills, enhancing their existing skills, knowledge and status, ultimately helping QIC achieve their business goals.