



2011 AWARD WINNING PROGRAMS



Tenneco, Inc.

One International Drive, Monroe, Mich.

Tenneco was selected for the manufacturer category because of its wide range of employee education and training programs. Tenneco requires that all its employees complete an annual Individual Development Plan, which identifies an employee's strengths and areas for improvement. With supervisor guidance, an action plan is subsequently developed to promote continuous learning. The company has a corporate training policy, an annual training budget and a tuition reimbursement program for higher education programs directly related to an employee's job. Tenneco also supports the University of the Aftermarket and enrolls high potential employees each year in the Leadership 2.0 program. The company partners with colleges such as Northwood University to employ students in summer internship programs. Recently, the company introduced a structured six-month sales employee orientation program that includes field and corporate mentorships with measurable objectives and feedback. Upon successful completion of the orientation, employees are rewarded with a bonus. Tenneco partners with a college business department for in-depth sales training, and offers instructor-led, web-enabled and self-learning modules. All sales professionals are required to take annual training courses in areas important to customer service. What is Tenneco's ROI? Susan Ulrey, Tenneco's executive director, sales operations and e-commerce, notes that Tenneco has seen a 100 percent retention rate since implementing the new sales orientation training program. Additionally, the company's corporate education and training programs have resulted in increased internal promotions, lower turnover, improved sales and better succession planning. 🍏