



CONNECTION

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AMP Assessment Center Network

“Just the Facts”

Some of you may be old enough to recall when “Dragnet” was a popular television show and its main character, Sergeant Joe Friday, would say to a potential witness that was embellishing a little too much “just the facts, ma’am.”

By William D. Hogan, ME,
Sr. Vice President, Marketing
and Business Products

Well, that’s what we are going to give you in this article regarding the AMP Assessment Center Network—just the facts!

The AMP Assessment Center Network is now in its eighth year of operation, having been implemented in 2000. There are now more than 170 computerized AMP Assessment Centers in the United States and Canada and nearly 100 sites have been added since operation began. Sites exist in nearly all major cities and many smaller ones, and more sites are on the way, at the rate of about 10 per year.

Many AMP Assessment Centers are located within offices of H&R Block, the world’s largest tax preparer. The sites are each selected, furnished and controlled by AMP. This is comparable to H&R Block having offices inside Sears department stores and the numerous restaurants and optical shops that can be found in large discount retail chains and banks in grocery stores. Even though these businesses exist in another establishment, they are still owned and operated independently, with branded and trademarked products and services. To an even greater extent, AMP Assessment Centers are uniquely AMP’s and under our total control. AMP has built walls, hung doors and fixtures, run electricity and installed HVAC as needed, and owns all the computers, software, carrels, and chairs, as well as trains, tests and certifies every proctor.

“The AMP Assessment Center Network has made an incredible difference in our testing patterns. We value the flexibility and control the test center availability provides our candidates.”

Operation of the AMP Assessment Center Network has expanded quite rapidly since it began in 2000 with only one client to start. Now, more than 50 organizations receive computer-based testing from AMP and by mid-2007, more than **one million** examinations will have been successfully administered. When one considers what the prognosticators of doom and gloom had to say—“AMP is too small, too under-funded, not technologically savvy enough, etc., to ever create a national computer-based testing network!”—this accomplishment becomes even

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Technology
That Works

People
Who Care



New Building

By Patrick Gallagher, MBA, Director of Marketing

As I stood in a cold Kansas wind on the morning of January 27, 2007 and watched the ribbon-cutting ceremony for the new office building that AMP shares with its parent company, the National Board for Respiratory Care, Inc. (NBRC), I was struck by the image before me. We spend a lot of time using words to describe an abstract commodity that is difficult to quantify—the quality service AMP strives to deliver to our business partners and prospects. Yet, there standing three stories in front of me at the ribbon-cutting ceremony that morning was a concrete and glass structure that is a prime illustration of what AMP has to offer. We can use all the words we want to describe the great service AMP delivers, but the new facility truly shows that AMP is capable of visioning, designing, implementing and operating measurement and management programs at the highest level of excellence.

The new NBRC/AMP Executive Office officially opened for business on February 20, after a President's Day weekend move that resulted in no downtime or loss of business hours. This carefully planned transition from our former location to the Olathe, Kansas site was totally seamless to our business partners and their constituents. The technology on which we depend functioned flawlessly and no interruptions in service through the website, www.goAMP.com, or the online store occurred. All systems were operational and AMP Team members were in their places and hard at work when the doors opened to the public for the first time at 8:30 on that crisp morning. The building contains about 75,000 square feet of office space, approximately double the size of our previous facility, and includes a state-of-the-art conference center,

superior to that found in most hotels. In keeping with our dedication to respiratory health and Olathe city regulations, the new NBRC/AMP Executive Office is a “tobacco-free” campus. So you can “see” for yourself what our new home has to offer, let me take you on a short tour.

As you enter through the security-keyed front doors, the reception area comes into view, complete with a large sitting area and contemporary reception work station. It is important to make note of the new telephone system. The latest technology supports the voice over IP telephone system in the new building, with directed paging capabilities and significantly enhanced voice-mail services. In addition, it is a “smart” system, where each telephone is recognized throughout the building, regardless of where that particular telephone is located. That is, staff members may move their telephone instruments to any telephone outlet in the building and their calls will automatically follow. This will help our responsive staff be even more accessible when working away from their desks.

Behind the reception area on the first floor is the Conference Center, consisting of five meeting rooms, ranging in size from 500 to 3000 square feet. These meeting facilities are truly superior and will **allow our business partners to conduct contracted services with AMP free of charge**. Board, committee and staff meetings of all sizes can be easily accommodated in the Conference Center. The three 1,000-square-foot conference rooms can host meetings of up to 63 people and can be combined into rooms of 2,000 and 3,000 square feet for groups





a Showcase for **AMP** Talents

approaching 200. The rooms have moveable walls to create quiet, secure spaces and boast the latest in technology, with automated retractable screens, high-definition projection equipment, wireless connectivity and full audio/visual support for up to three sources. Technology extends to reserving meeting space as well. Outside each room are computerized “room wizards” that tell at a glance the availability of the room, pending reservations and meeting details. There is also an in-house dining area with a separate catering kitchen which can be used by the AMP Team and our guests, with both public and semi-private dining rooms, suitable for working lunches or other catered functions.

Speaking of the AMP Team, the talented group of individuals who perform the actual work of measurement and management for over 100 AMP business partners are now operating in newly designed and furnished work space that rivals any available. The photos accompanying this article show some of our new office space, including the Candidate Support Center and Test Development Department.

Work space in the new facility has been designed specifically to the business needs of AMP. For example, custom designed “reading rooms” are now available to the Test Development staff so they can enjoy complete quiet when proofreading examinations and other complex materials. A “workbench” area is available to the AMP Technology Group for use in assembling and troubleshooting equipment. The Mailroom has been designed especially for the shipping and

receiving obligations of the company, while the Publishing Department now has a Copy Center custom-built to our specifications.

While the pictures presented in this article give a sample of the new NBRC/AMP Executive Office building, there is nothing quite like seeing it for yourself! We invite our current and prospective business partners to visit us in the Kansas City suburb of Olathe, Kansas to view firsthand the remarkable capabilities that our new facility provides. It is indeed a great example of what AMP can do for organizations seeking measurement and/or management services.

As most can likely appreciate, the new NBRC/AMP Executive Office was a huge project, visioned and planned literally “from-the-ground-up” by the NBRC/AMP Team. The details, design, decorating, selection of office equipment, technology requirements, work-area layouts and all other facets were supervised by various team members. This complex project was completed right on schedule and implemented without a hitch. It is now operating flawlessly on a daily basis, serving our more than 100 business partners and their colleagues. If AMP can complete such a massive effort with such effective results, just imagine what we can do for your organization! To find out, contact me or anyone of the AMP Marketing staff. You’ll be glad you did! ■



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more special. Not only has the AMP Assessment Center Network flourished, it has been tremendously successful in producing highly satisfied examinees.

But don't take our word for it; simply look at the statistics from candidate satisfaction surveys conducted by AMP after every examination is administered.

With **800,000 responses** collected:

- Over **97%** say it is easy to register for an AMP-given examination.
- Over **98%** say that the Assessment Center proctors are friendly and helpful.
- Over **99%** say that AMP's computer software is easy to use.
- Over **98%** say the AMP Assessment Center Network provided them a fair and professional testing environment.
- More than **98%** rated their overall testing experience at an AMP Assessment Center as "adequate" to "excellent," while nearly 95% rated their experience as "good" or "excellent." Only a miniscule one-

half of one percent (0.56) rated their experience as "poor."

In addition to these candidate satisfaction survey responses, we sometimes get unsolicited comments from our business partners regarding the AMP Assessment Center Network:

"The AMP Assessment Center Network has made an incredible difference in our testing patterns. We value the flexibility and control the test center availability provides our candidates," said one board representative.

"When we received a proposal for testing services from AMP, the board was concerned about the relationship with H&R Block, and how well that system might work for the delivery of examinations. Now, after testing several thousand candidates, we have found this isn't an issue."

"Taking a test at the AMP Assessment Centers has been a uniformly positive experience for our candidates."

Examination candidates sometimes also comment on their experiences with the AMP Assessment Center Network:

"The AMP site was AWESOME! The process of registering for the exam was so easy over the Internet. They sent out a reminder e-mail the day before. They were very polite and helpful at check-in and the room was very quiet. The best part of the computer test was getting your results immediately," said one candidate.

Well, there you have it—"just the facts" about the AMP Assessment Center Network, now operating successfully at over 170 locations in its eighth year. If you have doubts about your current testing provider or are seeking to convert your pencil/paper examination to computer-based testing, give AMP a call. Here you'll find **"technology that works, supported by people who care."** ■

Contact us:

FOR MORE INFORMATION, PLEASE CONTACT

AMP'S MARKETING DEPARTMENT.

913.895.4600 • FAX: 913.895.4650

E-mail: sales@goAMP.com

www.goAMP.com



APPLIED MEASUREMENT PROFESSIONALS, INC.

18000 W. 105th St.
Olathe, KS 66061-7543

