



China Eastern Airlines Corporation  
Limited  
Shanghai, China  
www.ce-air.com

**Industry:**

Travel & Transportation

**Annual Revenue:**

More than \$1 billion

**Employees:**

More than 10,000

**Oracle Products & Services:**

Oracle iLearning

**China Eastern Airlines Corporation Limited Achieves Standardization**

With assets of more than 50 billion yuan (US\$6 billion) and more than 35,000 employees, China Eastern Airlines Group, which includes China Eastern Airline Co., Ltd (CEA), is a leading force in the Chinese aviation market. In addition to operating a fleet of more than 60 planes that fly nearly 500 domestic and international routes, the organization—through its holding company China Cargo Airlines—has diversified into airline catering, equipment manufacturing, real estate, financial services, aviation training, and hotel and hospitality services.

**Challenges**

- Standardize and enhance the consistency of CEA's employee education programs to ensure the safety of its operations and maintain high levels of customer service
- Control escalating training costs and automate management of employee education program management
- Ensure that the company's new training system will scale to meet the needs of CEA's 20,000 employees

**Solution**

- Adopted Oracle iLearning as a platform on which to build a networked training system for more than 20,000 employees
- Standardized training delivery and procedures across the organization
- Gained the ability to rapidly develop, conduct, and score online exams
- Improved overall training administration, including monitoring and evaluating progress, and targeting employees for additional educational initiatives and career development, while integrating with CEA's HR management system