



YXT Helps Leading Optical Manufacturer Strengthen Workforce Capabilities With AI Practice Coaching

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A leading global optical manufacturer recently partnered with YXT.com Group Holding Limited (NASDAQ: YXT) to upgrade its new employee development and workforce capability system through digital tools and AI-enabled practice coaching. After the project was launched, the company reported a 68% improvement in management productivity, first-year attrition falling to 8.9%, and a 95% role competency rate.

These results suggest that enterprise learning systems are no longer just tools for managing courses and training records. They can also support role capability development, organizational knowledge capture, and execution efficiency. For YXT, the project is a concrete example of its intelligent productivity strategy being applied in a large manufacturing enterprise.

The optical manufacturer hires more than 1,200 university graduates each year as part of its long-term technical and management talent pipeline. As these new employees are assigned to different sites, production lines, and roles, the company's traditional training model began to face several challenges: inconsistent standards across locations, different mentoring approaches, difficulty tracking each employee's development progress, and difficulty replicating strong practices across the organization.

While these challenges may appear to be issues with new employee development, they point to a broader organizational capability problem that large manufacturers often face as they scale. For manufacturing groups operating across multiple sites, roles, and organizational layers, the ability to systematically capture job knowledge, process experience, management methods, and mentor expertise, and then turn them into consistent role readiness, directly affects organizational efficiency.

From Fragmented Training to Unified Operations

In the project, YXT helped the company bring employee development processes across 11 subsidiaries and multiple manufacturing sites into one unified system. The system covers key areas such as cultural onboarding, role-based development paths, job rotation, skills certification, and mentor guidance.

What was once managed separately by different sites has been turned into a more consistent digital operating model. Headquarters can now view development progress, capability achievement, and key milestone completion across regions in real time. This gives the company better visibility into workforce development and helps move cross-site training from fragmented execution to unified operations.

The system does more than track course completion. It also connects job tasks, practical feedback, capability progress, and employee growth paths. In this way, the company is building a more structured knowledge base around job roles and real work practices.

AI Practice Coaching Enters the Development Process

AI practice coaching was also introduced into the development process. After learners complete tasks and submit interim work, the system can analyze issues and provide feedback suggestions. Mentors can then follow up with more targeted guidance, creating a closed loop of learning, practice, feedback, and improvement.

This moves training beyond one-way content delivery and into practical task management and capability feedback. As more training data, task outcomes, and mentor experience enter the system, the company can continue to capture job knowledge, best practices, and capability models. Over time, this can support employee development, role enablement, and future AI agent applications.

For large manufacturers, this type of system can reduce reliance on individual mentors or local team experience. It helps turn knowledge scattered across sites, teams, and employees into capabilities that can be managed, reused, and improved over time.

From Enterprise Learning to Intelligent Productivity

The project reflects YXT's broader shift from traditional enterprise learning toward intelligent productivity. In the past, enterprise learning platforms were mainly used to manage courses, distribute training, and record completion. Today, customers increasingly want learning systems to help capture knowledge, replicate experience, improve role readiness, and support business execution.

YXT is extending its capabilities into knowledge operations, AI practice coaching, workforce capability development, and

organizational efficiency improvement. For large manufacturers, these capabilities can help turn distributed experience across sites and roles into a more scalable productivity system.

YXT has served more than 2,300 large enterprise customers across industries including manufacturing, automotive, retail, and financial services. Large manufacturers often face complex multi-site, multi-role, and multi-level workforce development needs, creating opportunities for YXT to apply its capabilities in workforce readiness, AI practice coaching, knowledge operations, and intelligent productivity.

As AI continues to enter enterprise operations and organizational management, YXT will continue to focus on enterprise knowledge operations, workforce capability development, and intelligent productivity, and expand these capabilities across more large enterprise customers.

About YXT.com

YXT.com (NASDAQ: YXT) is a technology company focusing on enterprise productivity solutions. With a mission to "Empower people and organization development through technology," the Company strives to become the supreme provider in building and boosting enterprise productivity by combining over a decade of experience in tech-enabled talent learning and development and with AI-augmented task copilots and unleashing the power of knowledge and synergy. Since its inception, YXT.com has supported and received recognition from numerous Global and China Fortune 500 companies.