

... CASE STUDY

Addressing the Skills Gap by Creating an Operator Qualification Program



With the help of GP Strategies, this company created and successfully implemented a modern operator qualification program.

Challenge

In highly technical organizations, skills do not always accelerate at the pace of new technology, and there tends to be a skills gap when newer generations of workers are hired. One energy company, when faced with the challenge of an aging workforce, sought a way to invest in their operators' skill sets in order to increase the time to proficiency for their entry-level operators. Realizing the value of a more structured maintenance training program for their employees, the company engaged GP Strategies® for help.

Solution

With the help of GP Strategies, the company created an operator qualification program, which provided craft skills assessments for new employees and skill enhancement and qualification for current instrument mechanics, maintenance mechanics, and maintenance electricians.

Approach:

- New Hire Assessments
- Blended Training Program
- Nine (9) Step Qualification Process (Time and Qualification based)

Business Impact

As a result of implementing individual knowledge and skills qualification standards into the apprenticeship program:

- Time to proficiency improved by 32% for entry level operators
- Plant availability increased
- Training cost decreased

RESULTS

Time to proficiency improved by

32%
for entry-level operators

