Using Competency Management to Overcome a Certification Challenge

A Case Study

Realize Your Workforce Potential

Smart ∞ Strategic ∞ Proactive

This large electrical engineering and electronics company knew competency management was an efficient route to maintaining a competitive advantage, winning contracts, and forecasting training.

Business Overview

As one of the largest electrical engineering and electronics companies in the world, this client is continually taking every advantageous step forward to growing internationally. One such way to increase the company's ability to win international contracts was to become ISO 9000 certified. ISO 9000, developed by the International Organization for Standardization, is an international standard focused on quality management. To be ISO 9000 certified allows for more business opportunity and demonstrates a prestigious level of quality.

Challenge

In order to meet ISO 9000 standards, the client needed to certify the appropriate employees and show documentation to ISO validating this accomplishment. The documentation needed to exhibit the skill starting point of the employee then show the timeline and activities for improving these skills to the standard. With the large number of employees the client had to certify, the paperwork nightmare was looming.

Solution

In line with the client's innovative culture, the client chose to use a database instead of paper. Using a competency management process, product, and a team of competency management consultants, Avilar's Director of Competency Management undertook the project. The initial step was to communicate to ISO the steps that were being taken and ensure this method of data validation would be legitimate. Next, a survey related to sales

and system engineering process support for clients was created which contained specifics on product knowledge. The project began with a pilot and quickly rolled out to the whole organization.

Results

The Competency Management process established and populated the system with the skills and tasks required for sales and system engineering from a customer point-of-view. Later in the same year, the client became ISO 9000 certified. The project was so successful the client continued its use of competency management and the Individual Development Plans (IDPs) for forecasting training around the United States.

About Avilar

Avilar, Inc. — The Competency Company™ — provides web-based competency management and learning solutions for the corporate, government, and non-profit sectors. With its Smart, Strategic, and Proactive solutions, Avilar offers a competency-based approach to workforce development to help organizations build a competency framework that will support efforts in training, performance management, career planning, succession planning, and recruiting.

Avilar, a pioneer in the eLearning marketplace, was formed in 1997. The flagship WebMentor® product line, originally introduced in 1998, includes a complete suite of affordable, easy-to-use, and full-featured competency development and management tools. Avilar is the recipient of the Excellence in E-Learning for Customer Satisfaction award from Brandon Hall and E-Learning Magazine, and was cited by Training Magazine as a top "Price-to-Value" provider.

Contact Avilar

For more information on Avilar products and services or to request a demo, visit https://avilar.com, email info@avilar.com or call (410) 290-0008.