



WORKFORCE STRATEGIES  
INTERNATIONAL  
UNLOCKING HUMAN POTENTIAL

## COMPETENCY MAPPING AND ASSESSMENT

### Competency Mapping and Assessment

In a manufacturing environment, effective maintenance teams are critical to overall success.

Our client, a multi-national food and grocery manufacturing entity with operations across North America, was experiencing maintenance productivity issues that resulted in significant re-work, unscheduled downtime, and loss of production.

We worked in 8 Canadian plants to determine the required core and plant/equipment-specific competencies for multiple skilled trades in general workplace skills, food safety skills, troubleshooting, and preventive and corrective maintenance and devised a comprehensive self and 360-degree assessment process to fully understand the skills mix across the maintenance teams and target specific skills enhancements that would generate the best return on investment.

The result was a significant reduction in unscheduled downtime, raising each plant's productivity and output to levels never before achieved. As a bonus, the resulting competency profiles were subsequently used to efficiently hire and on-board new maintenance personnel – which in one plant resulted in a 75% reduction in the “time to competency” for the new worker – a huge boost that benefited the company (less time spent in training/shadowing, higher labour productivity, greater employee engagement) and the employee.