



Benchmark level of Skill

Assessing the skill level within a sample population of a work team and benchmarking it against an external known standard enables a gap analysis to be generated. This allows strategies for skill development to be formed a bespoke staff development programme to be designed and the costs and benefits of implementing it to be quantified.

Issues

- Increased competition
- Need to work more effectively
- Staff require additional skill
- Unsure of existing skill set
- Need to know the starting point before designing a development plan
- Too costly to assess everyone

Benefits

- Benchmarking current skill level enables gap to be identified
- Knowing gap allows cost and benefit of change to be quantified
- The plan can be focused on the needs of a team
- Efficient use of resources
- Speed up time to solution

The product in action - a case study

The Client

A leading business training specialist working for their client, an international biopharmaceutical company.

The Need

The end client wanted to embark on a significant programme of staff development but was uncertain as to the existing skill level in each of the groups in the manufacturing organisation

What we did

Chris Lloyd and Annie Rogers interviewed a 5% sample of the 500-person workforce. A gap analysis was produced, comparing what individuals were capable of doing within their role with an appropriate national standard (NVQ) for the each workgroup.

Consultant(s): Chris Lloyd , Annie Rogers

How the client benefited

The knowledge of the starting point enabled the client to develop a specific skill target and development programme for each group of people within the organisation. They were then able to quantify the benefit they expected and the cost of delivery and to on to gain approval and funding for the programme, which raised the skill level in each group to a consistent standard.

Contact Us • Call us on: 01606 854813 • email us at enquiries@jestmanagement.co.uk

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Small Brook • Ivy Farm • Station Road • Crowton • Northwich • Cheshire • CW8 2RQ

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