



## Reviewing Development Against Standards

By selecting appropriate external standards and by setting short-term targets and reviewing progress as part of the performance management system the individual is encouraged to develop competence in a way that can be robustly audited.

### Issues

- Individuals may not know what the targets are
- Short-term issues get in the way
- Opportunities to gain experience are missed.
- Individuals don't seem to make progress
- External parties can't see whether individuals are competent or not

### Benefits

- Individuals are developed with the skills that are needed in the long term.
- There is a robust proof of individual competence

## The product in action - a case study

### The Client

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

### The Need

To have fully trained staff that have been proven competent to operate plant and produce product of the correct quality and quantity.  
To satisfy external customer and regulator audits.

### What we did

The business had selected suitable external standards for each role against which individuals were to be developed and assessed. Chris Lloyd produced a gap analysis for the individual's performance against the standards.

After consultation with the HR department as to how development activities could best be delivered, he produced development tracks for the individual(s) to show how they would reach the required standards.

**Consultant(s):** Chris Lloyd

### How the client benefited

Company now has a blue print for the development and training of new staff to enable them to become competent in their role.

The demands of regulator and customer audits are satisfied.

Staff in the organisation can see what is expected of them to meet the requirements of their role.

Individual development can now be planned and prioritised.

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