



knowledge
2017 Honeywell
Users Group



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COMPETENCY MANAGEMENT

Honeywell
THE POWER OF **CONNECTED**

Agenda

- What problem are we solving?
- What is Competency Management?
- How does it work?
- What is different about Competency Management?
- What is the Competency Management Scope?



Mega trends in the Industrial Automation Industry

Prevalent trends in industry

- Retirements
- Shorter employment periods
- Nationalization push
- Increasing tech complexity
- Rapid obsolescence threat
- Evolving training methods
- Globalization & talent mobility

50%

Experienced staff set to retire in next 5 years

66%

Millennials plan on leaving their job by 2020

20%

More nationals to be recruited in companies

12

Typical months when technology upgrade occurs

Uncovering Competency Gaps Reveal Hidden Cost

Iceberg Principle



70%

of all Cyber assessments show critical vulnerabilities

50%

of all “illness” calls are initially misrepresented

40%

of all GTAC calls are “training calls”


30%

of the time system behavior is not well understood

30%

of the time skills needed to operate open system is underestimated

What is Competency Management

- The Goals and Objectives of an Enterprise define “**what**” an employee is to accomplish
 - Competency Management defines “**how**” an employee will achieve the objective
- 



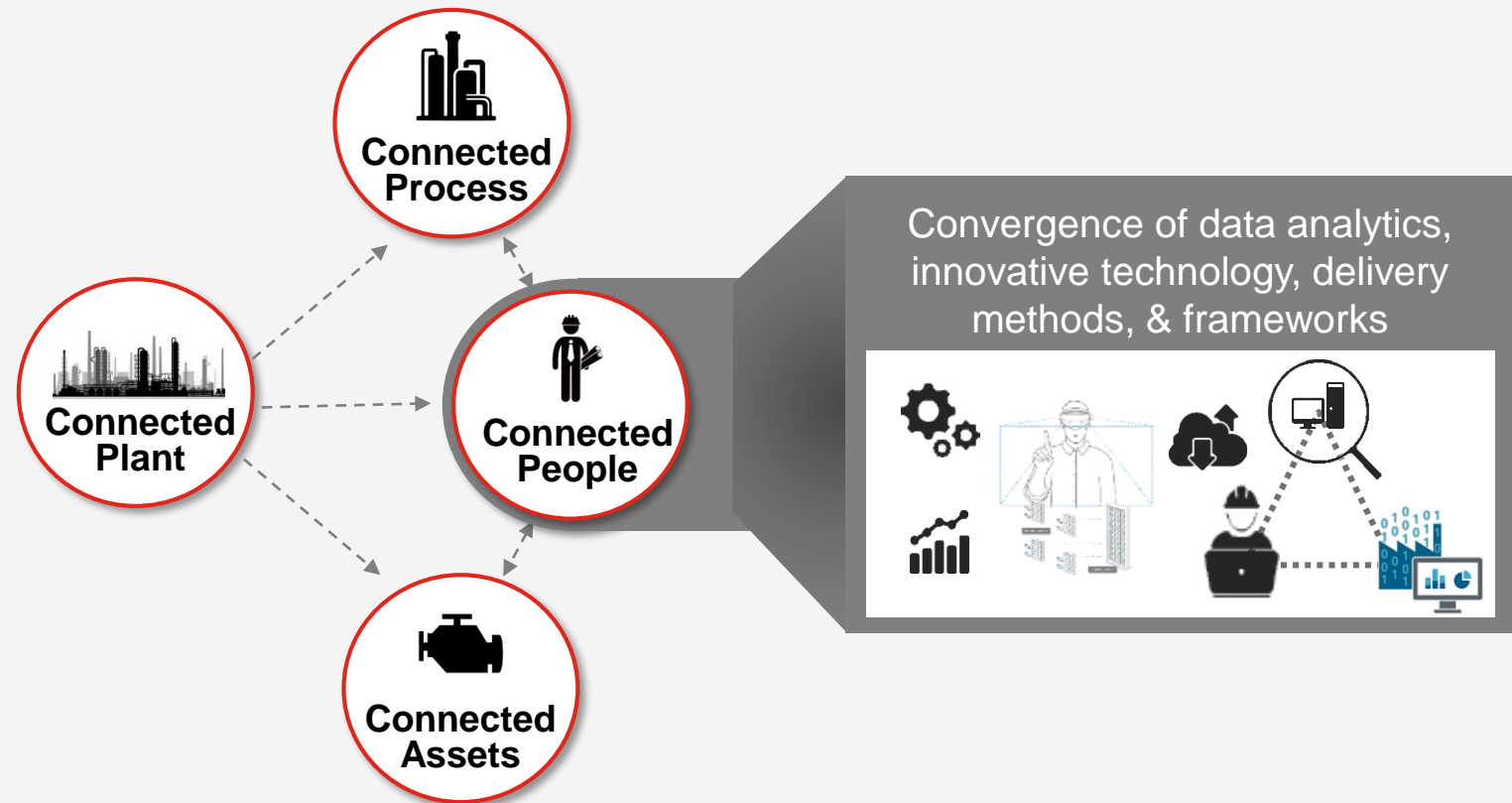
The diagram illustrates a five-stage process for training and assessment:

- Role Focused Training and Certification:** Includes a Honeywell logo, a 'Certification Of Competency Level 3' for DCS Maintenance Technician, and a sample certificate for John Doe.
- Skill Gap Analysis:** Features a bar chart titled 'Deviation of assessment from required proficiencies' showing gaps (blue bars) and strengths (green bars) across a scale from -4 to 4.
- Continuous Reassessment:** Represented by a circular arrow icon with the text 'Continuous Improvement'.
- Performance Monitoring & Reporting:** Shows a line graph of 'Overall Perf.' over 'Time' with a red dot indicating a 'Lower reliability functionality'.
- New Learning Methods AR/VR Mixed Reality:** Displays a person wearing a VR headset interacting with a virtual control panel.

Competency Management enables developing competent workforce for Connected Plant Operations

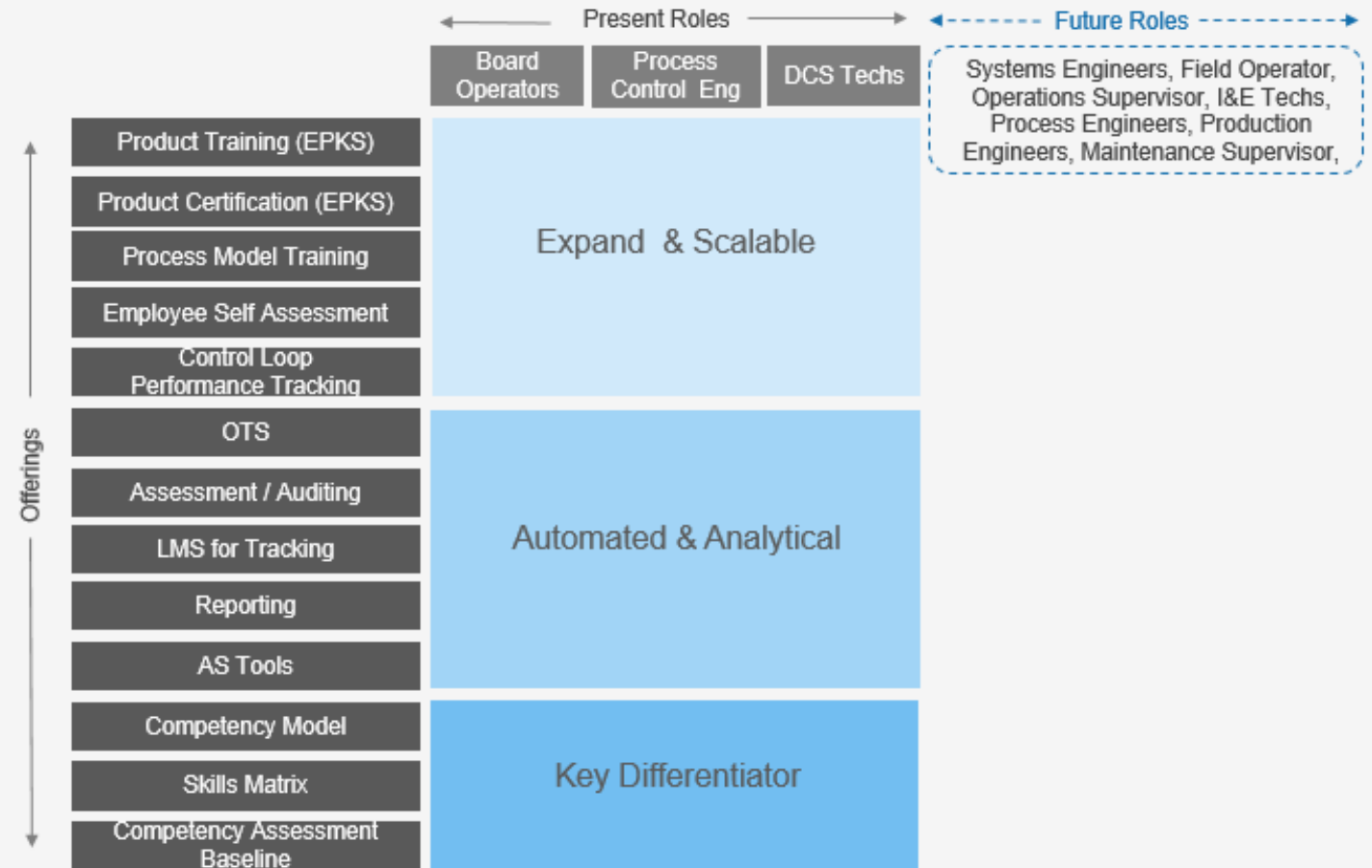
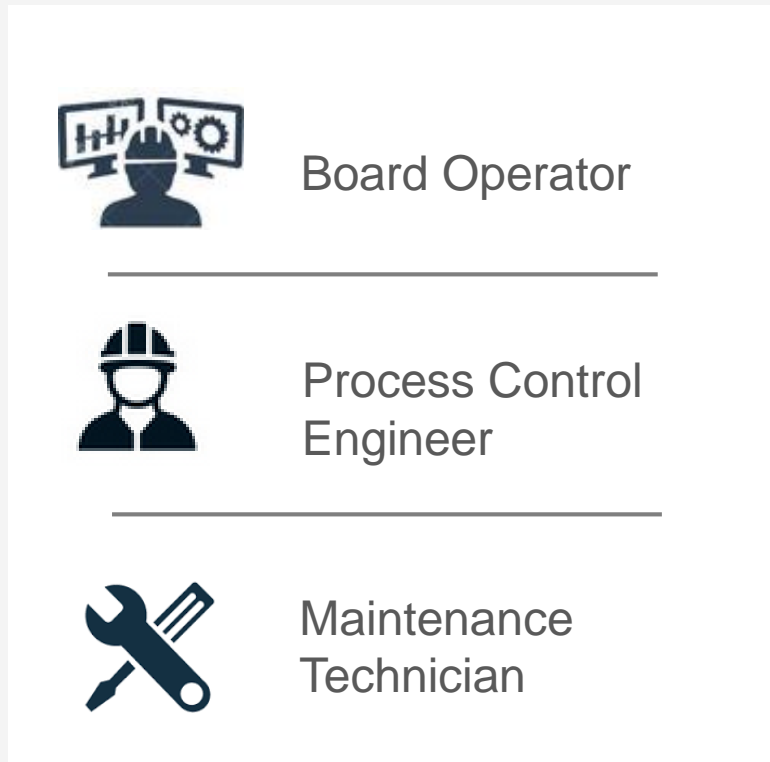
Competency Management

*Fundamental foundation for
Honeywell's Connected
Plant vision*

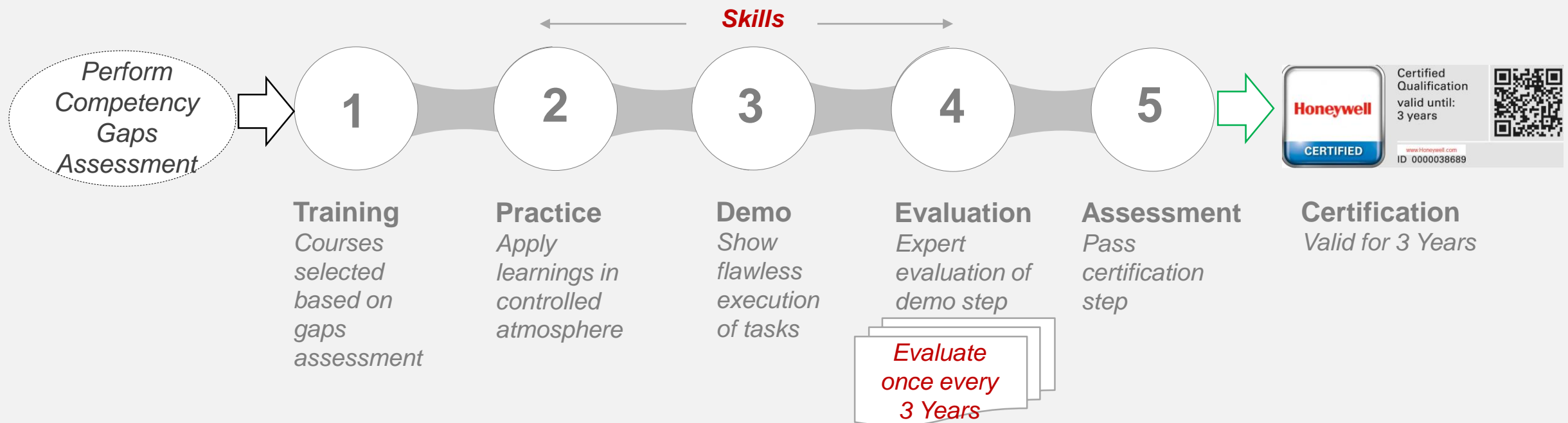


Role Based HPS Core Training, Practice, and Certification

Offering for three disciplines



Performance Standardization via Plant Wide Certification Process



Benefits...

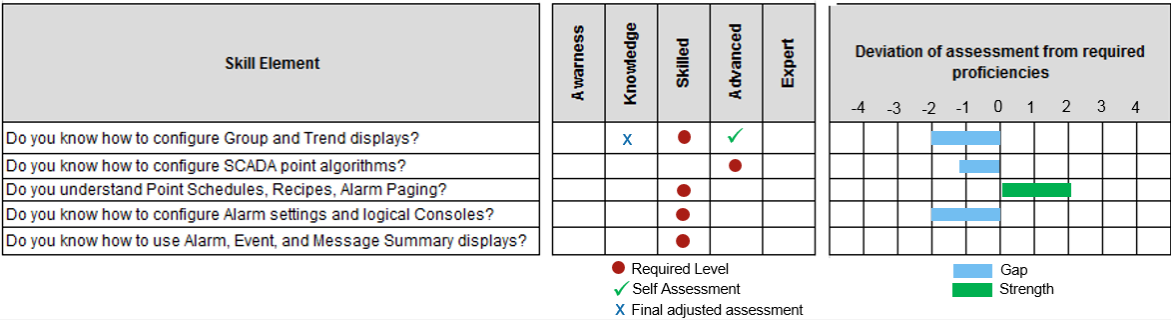
- Accuracy of knowledge
- Adherence to standards
- Up-to-date state of knowledge
- Transparency of training & certification process
- Uniformance of role knowledge across enterprise

Skill Gap Analysis

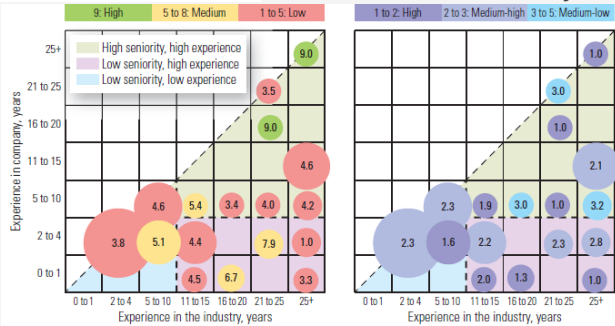
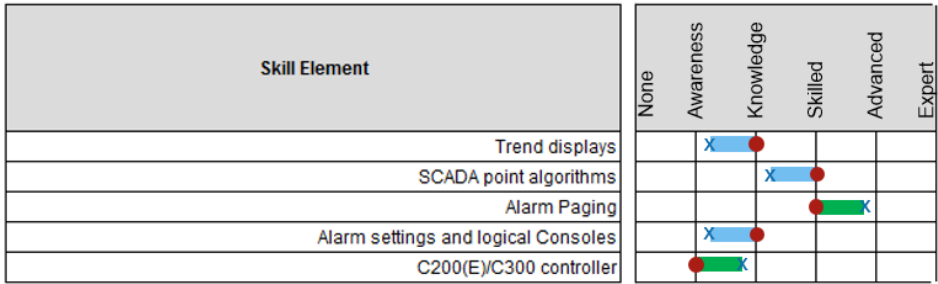
Core Training
Only

Competency
Management

Outcome Based Service
Stand alone or part of
A360 Offering



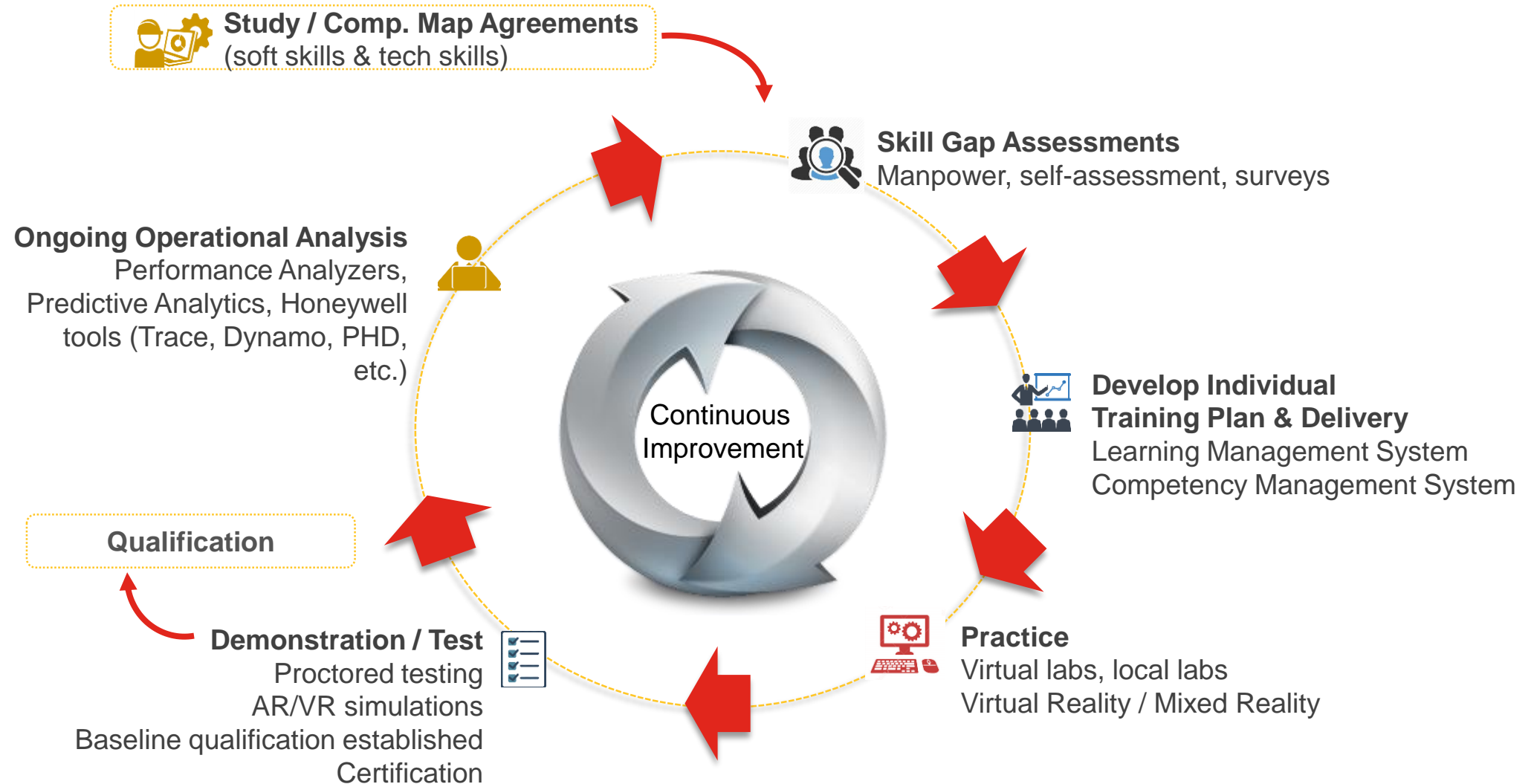
Gap Analysis



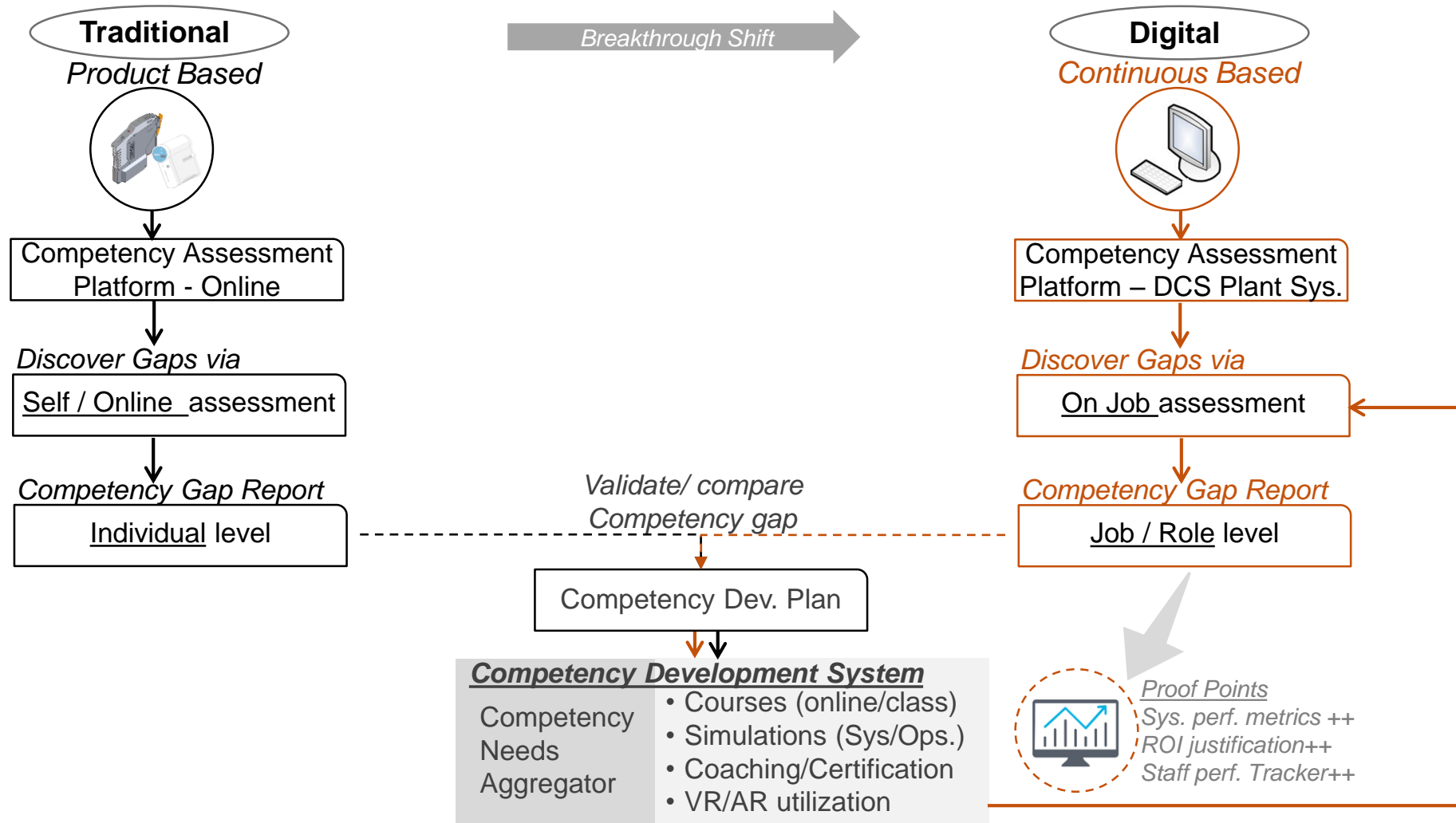
Tool Proficiency/
Tool fit for Job Analysis

Competency Gaps are a real concern and are measurable

Competency Management – Continuous Cycle

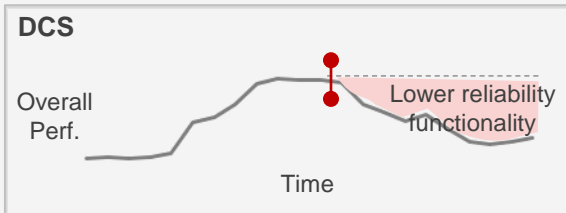
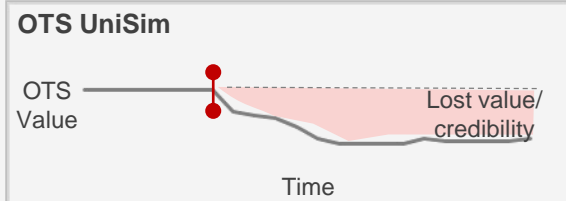
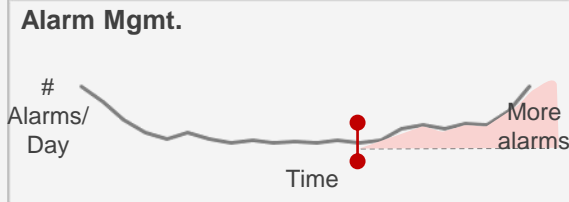
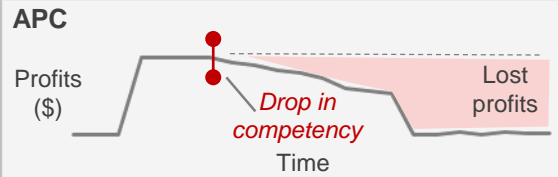


How do we Uncover Competency Gaps? – From Traditional Insights to Digital Insights



Competency Management Philosophy

System Performance

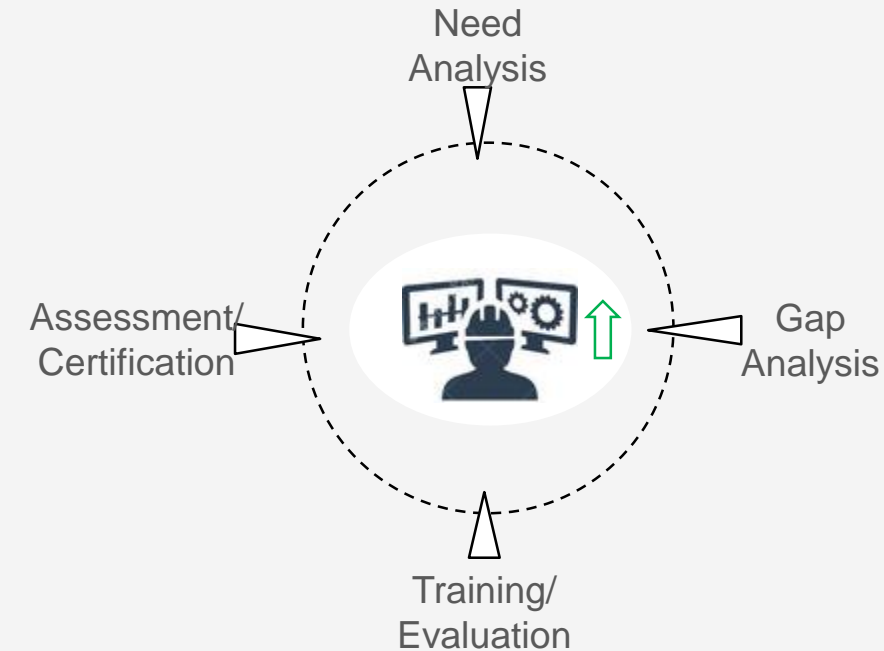


Potential Impact

Competency drop leads to:

- Increased safety risks
- Higher human errors
- Lower productivity
- Abnormal Situations
- Higher Cost of Ownership
- Compliance issues

Solution Approach



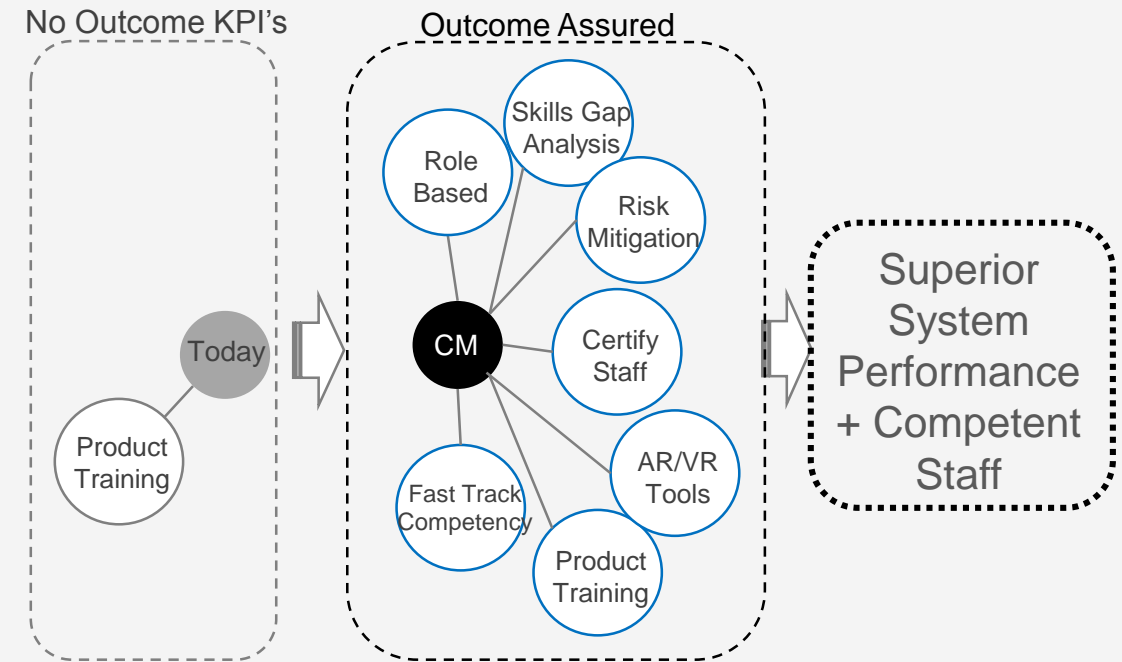
- IIoT tools
- Predictive Analytics

How is Honeywell Competency Management offering different?

Automation Industry Training Offering Today

	Comprehensive						
	Immersive Product						
	DCS	SM	FI	OTS	AR/VR	CM	
Automation OEM	✓	✓	✓	✓			
ISP	✓	✓	✓	✓			
Workforce Training Co.						✓	
3D VR Co./ EPC				✓	✓		
Honeywell	✓	✓	✓	✓	✓	✓	

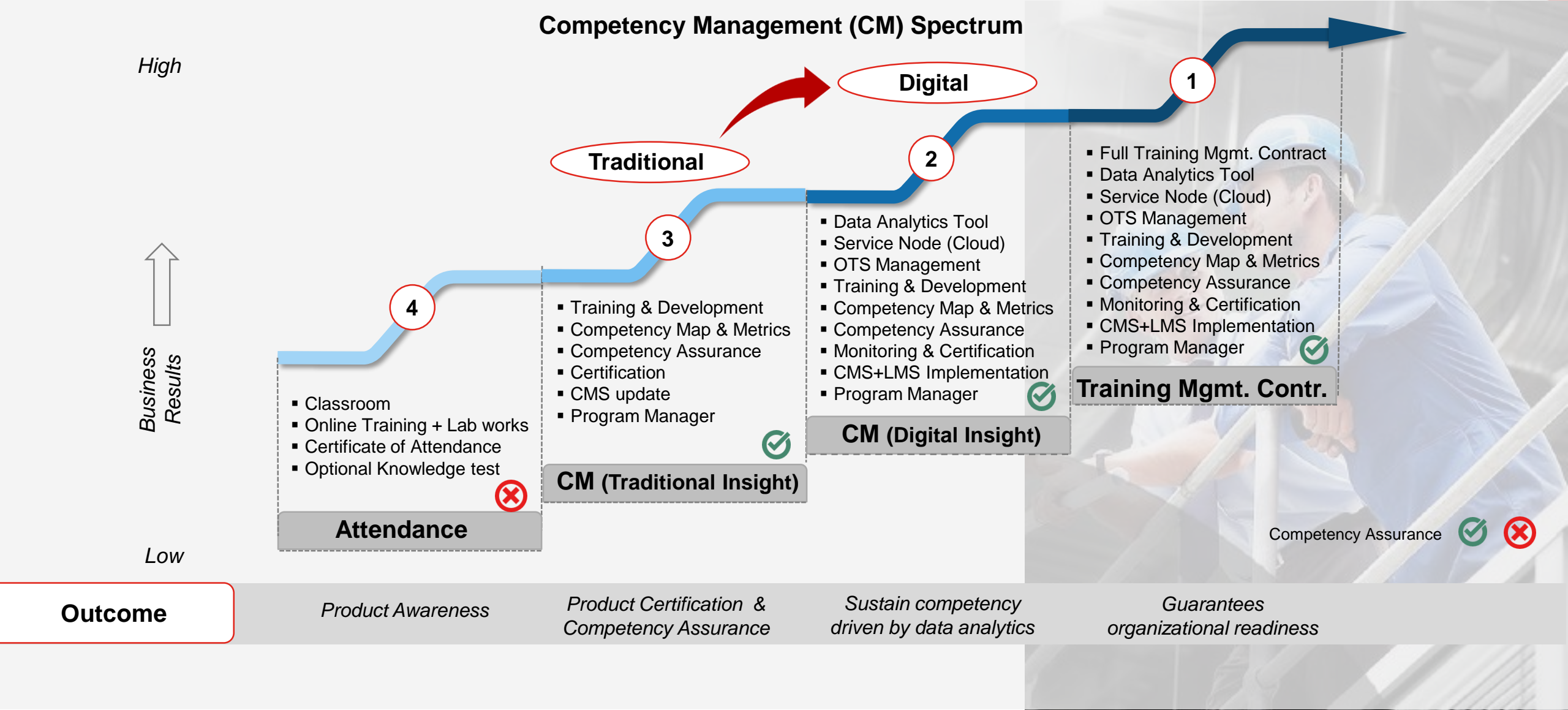
HON Comprehensive Offering (Outcome Based)



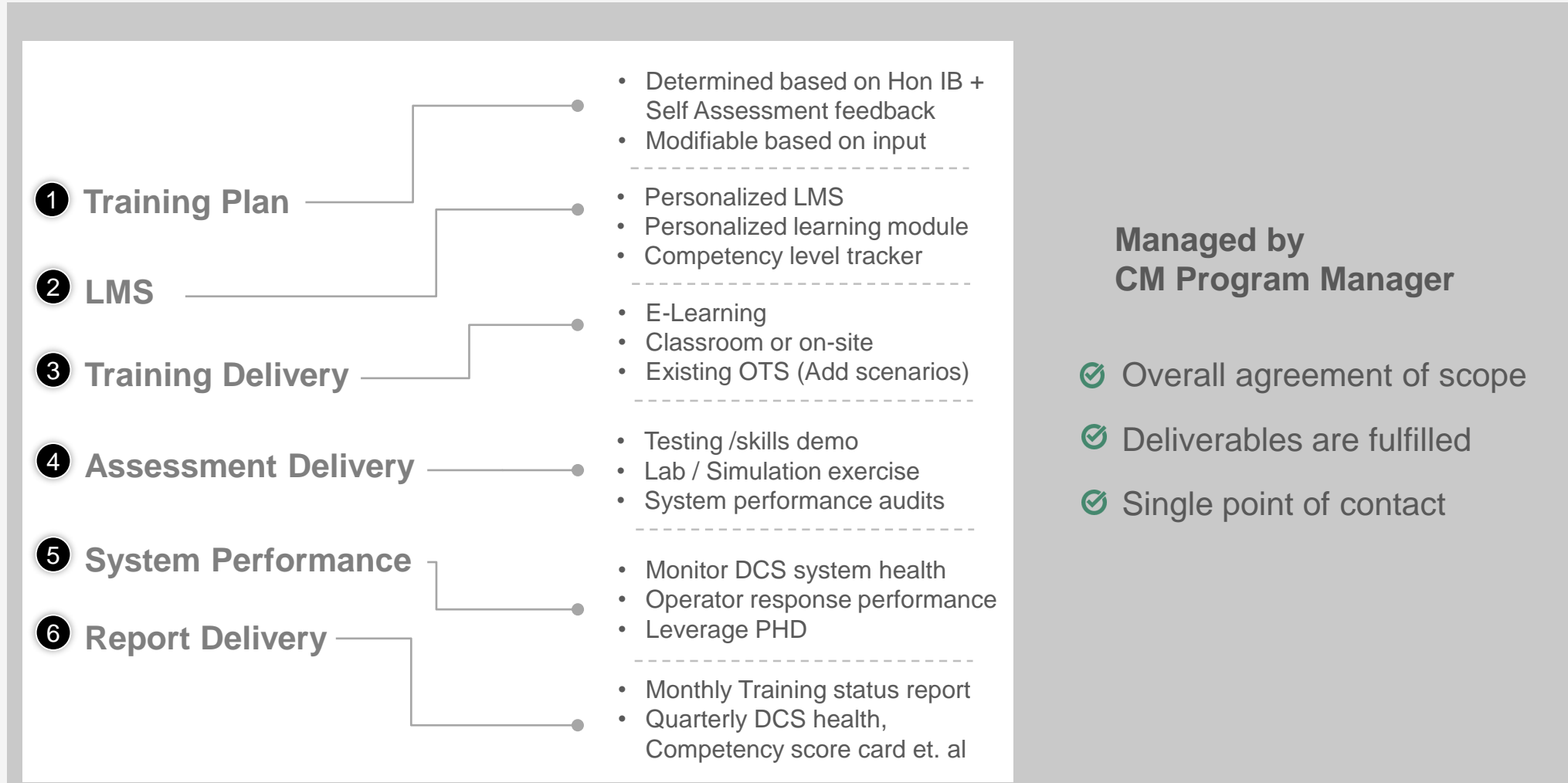
- Improved productivity
- Compliance assurance
- Cost effective interventions
- Consistent job level performance

ISP - Independent Service Providers
 SM – Safety Manager FI – Field Instruments CM- Competency management
 AR/VR- Augmented/Virtual reality

Organizations can pursue different interventions to suite their needs, however impact will be varying

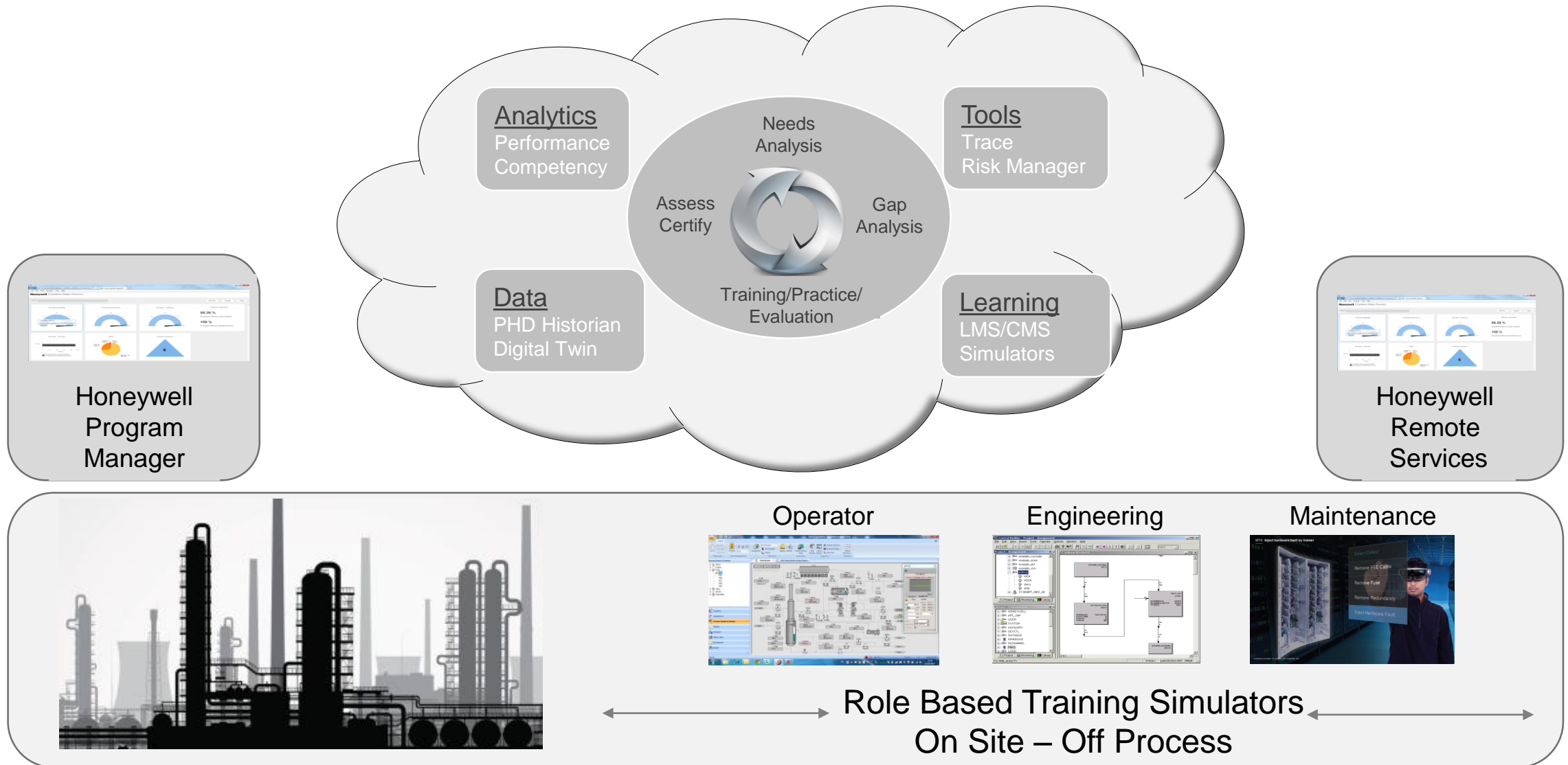


What is Competency Management scope?



LMS – Learning Management System, CM – Competency Management, PHD – Process History Database

Connecting People for Competency Management



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Effectively Managing your Staff's Competency in a Dynamic World