

# Set up of Business Process and System Training for Client Resources Involved during Execution of Jobs

## Case Study:

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### ► OVERVIEW

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1. Customer: Confidential/Withheld

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  2. Business Challenge: Improving Business Process & System Training Methodology

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  3. Service Featured: Innovative and timely delivery of training to client

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  4. Business Process Involved: Web based product for all user groups

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  5. Benefits Realised: Replaced current client training methodologies

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  6. Areas of Impact: Resource Training

## CHALLENGE

The client wanted to provide the business process and system training to all the involved resources in a very short span so that they can easily understand the work cycle and system processes before handling actual jobs.

## SOLUTION

Develop some innovative ways to provide training to all the concerned resources so that they can kick start the jobs from day one. Coordinate with the team and find ways to get them involved in business and system trainings.

## INNOVATION

With very short span Projcon developed some innovative ways to provide business and system training to all the concerned resources. Our innovative ways included following thoughts:

- ▶ Face to Face training session conducted for each user groups involved. For this we firstly Created Detailed Training strategy that contains all the information related to the scope of training.
- ▶ Created web based training modules for understanding practical implementation of system processes.
- ▶ Created a Monitoring tool that monitors training progress of each user and help their managers to get their whereabouts.

## BACKGROUND

The Client organization was concerned with the effectiveness of old methodologies adopted by them for business and system training. As Scope of training needs to be delivered in a small span of time they wanted a better and effective method that should maintain the quality of delivery and make all the resources aware of the processes.

The Client had some user manuals that explained the processes but many resources found it difficult to interpret especially new resources that have no past experience in that kind of jobs.

So they gave Projcon an opportunity to explore ways to make the training process effective and efficient.

## CHALLENGES & OBJECTIVES

- ▶ To find out the client user groups and area wise subcontractors involved in training sessions.

- ▶ To coordinate and find out the detailed scope of training for each user.
- ▶ To create structure for web based training platform that required inputs from subject matter experts, concerned managers and in-house IT team.
- ▶ To monitor each user's progress and concerns during training session so that management can work on the resource skill assessment during the process.

## **BENEFIT FOR THE CLIENT**

Client was overwhelmed by the training methodology adopted by Projcon. It completely replaced their current training methodology. This methodology helped management to complete the training in a very short span. Client was interested to utilize this training methodology for all future works and gave a green flag to the interface adopted.

This training platform was utilized by both client and its subcontractors.

## **PROJCON ADVISORY AND CONTRIBUTION**

After understanding the client requirements and methodologies adopted by them till now, Projcon decided to create a web based training platform for the client in parallel to face to face training so that all the user groups can get access to the video sessions recorded while sitting with subject matter experts.

Projcon utilized its past experience in formulating web based video sessions for structuring the training in a very short span. All Training sessions were self explanatory. The web based system was such designed that it not only gives user the access to the training videos but also monitors the progress of the session. We made a report showing the progress of each user to their managers every week that helped them in knowing where their team stands in terms of training. This training methodology not only helped users to get practical implementation of system tools but it also became a one stop reference for any future clarifications if required.

## **ABOUT PROJCON**

Projcon Group is exclusive, niche and rapidly growing Project Controls Consultancy offering innovative, advisory, implementation, technical and training support to our Clients. Our consulting services enable effective use of Project Controls technology, methods and practices for EPC (Oil & Gas, Power, Defence and Infrastructure) industry customers worldwide.

Our comprehensive array of products and services provide powerful, affordable solutions to virtually all aspects of the Project Controls. Contact us to find out how we can help you to build/strengthen your Project Controls capability.