

# **Workforce Assessments & Performance Solutions**

*Helping Facility Operation & Maintenance (O&M) organizations meet their goals by maximizing the efficiency and effectiveness of their workforce is the key focus of JCI's Assessment & Workforce Performance Solutions team. Our JC Institute consultants work with you to identify the best solutions to meet your goals and desired outcomes. The Institute has successfully applied these services to large and small workforces, and has over 60 years of success developing people to operate and maintain quality building environments. Our services include the following:*

## **✎ Facility O&M Strategy and KPI Reviews**

Our experienced professionals assess your current Facility Strategies and Key Performance Indicators (KPI) to identify current goals. We can also examine the maintenance strategy (reactive, preventive, predictive, or proactive) used on facility equipment. Based on our findings, we offer recommendations to reduce downtime, energy, and maintenance costs, increase reliability, improve compliance, and increase workforce productivity.

## **✎ Site-specific Task Lists by Job Roles**

We analyze job descriptions and performance expectations to determine the specific tasks required to perform each job role. This analysis includes interviewing selected onsite personnel, examining equipment, and identifying preventive maintenance tasks to ensure accuracy. Any technical, leadership, and administrative job roles can be included. Below are a few examples of previous client job roles assessed:

HVAC Technicians and Equipment Technicians	DDC and Automation Technicians
Facility Managers and Maintenance Supervisors	Work Management and Facility Analysts
Utility and Boiler Operators	Facility Operators and Facility Controllers
Electricians and Telecommunications Specialists	Safety Coordinators and Fire Technicians
Pipefitters and Sheet Metal Workers	Plumbers and Building Engineers
General Trades Workers and Lead Custodians	Service Coordinators and CMMS Administrators

## **✎ Skill Assessments by Job Roles**

Our JC Institute consultants work with your teams to assess whether they can perform each of the required tasks for their job role. These can be self-assessments, supervisor-assessments, and/or hands-on performance tests delivered locally to identify the specific performance gaps for each person and job role.

## **✎ Performance Gap Analysis and Solution Designs**

We analyze specific performance gaps in each job role to determine the root causes and collaborate with you to identify the best improvement solutions. These Solutions may include Organization and Process updates, project assignments, Job Aids, Mentoring programs, Hands-on training, compliance records, reward systems, certification tracking systems, leadership coaching, and new equipment.

### **✍ Facility Organization/Process Designs and Leadership Coaching**

When Organization and Job Process Improvement solutions are identified, we assist you in designing new job positions, processes, and organizations that align with your business strategies. This design work can include job role/responsibility analysis, work process and job description updates, career path designs, certification programs, reward systems, and new organization structures. Leadership assessments and coaching is available to assist with the development needs of your facility leadership team.

### **✍ Learning/Development Maps by Job Roles**

Based on the identified Performance Gaps, our professionals design Learning/Development Maps to illustrate optimal development paths, including entry level to advanced level learning needs. Employees can select their personal learning/development path from this plan based on their performance gaps. We can also assist with establishing or updating your employees' Personal Development Plans for ongoing performance development.

### **✍ Custom Onsite Training, Online Training, Mentoring Programs, and Job Aids**

Based on the development needs for each job role, we develop custom JCI courses or work with manufacturers and outside suppliers to provide custom training for any of your needs. We also work with you to setup formal Mentoring programs to deliver just in time training on your jobsite. For infrequent tasks, designing Job Aids may be the best solution to help guide your employees through these tasks.

### **✍ Outcome Assessments and Certification Tracking Systems**

We measure the outcomes of the performance development actions and assist with deploying Certification Tracking System options to help maintain the visibility of your workforce performance.