Skills Management
## Delivering Today and Developing for Tomorrow

eg

Operational Managers will often highlight the need for multi-skilled people who can work flexibly across processes, functions or customer service areas.

How near or far they are from achieving this goal can be much harder to understand. Time spent training and building competence is valuable time diverted from direct activity, lost for ever. How do you make sure you make best use of this leakage?

In today's competitive world, providing the best service at lowest cost is a goal many work towards, but few achieve. **eg** provides **intelligent operations management**: software solutions and services to businesses that need to improve service and reduce costs, whilst also maximising the return on any investment they make.

The **eg** approach to Skills Management
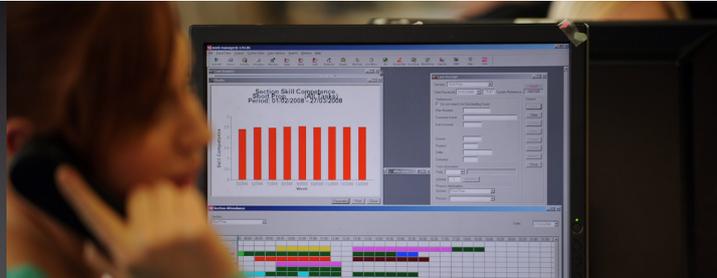
The **eg operational intelligence®** suite provides a balanced range of measures to help operational managers **measure**, **manage** and **improve** the operational results they achieve.

Real-Time, Intra-day and Daily Work Schedules

By understanding the impact of skills shortages, training time can be focussed where it provides greatest benefit. **eg operational intelligence®** does this by providing a central place to profile the existing skills of your people by process and task.

This information, linked to business need – actual and forecast, supports training and development plans in the long-term. However the real benefit comes from the use of this information for deployment and to help set real-time, intra-day and daily work schedules.

This enables you to maximise the availability and utilisation of skills, here and now, to meet customer requests whilst enabling you to understand and prepare for longer-term trends revealed by the flexible reporting module.

Optimum Resource Usage

As part of the balanced range of measures reported real-time or historically, it is easier to see the direct impact training time has on operational performance. Qualitative and quantitative reports allow you to make sure that customer expectations are met, without sacrificing quality to achieve throughput targets.

By allowing your people to demonstrate their performance in an objective way, operational management can be clear in setting performance goals that are aligned to the knowledge, skills and experience of each and every person.

Information on skills can be shared and viewed at any level, from individual, team or unit to enterprise wide, so supporting the optimum use of all resources, to meet customer needs across the business.

Reducing cost and improving the customer experience through **eg**'s intelligent operations management is crucial to help your organisation meet the competitive challenge.

More information can be found at **www.egwfo.com**

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