

••• Performance that's innovation-inspired, technology-enabled, and people-powered



# Technical Performance Solutions

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Build business value and  
drive performance



# Link **Learning** and **Talent** to Create Operational Excellence

Leading organizations understand the importance of a holistic approach to improving workforce performance. At GP Strategies®, we have been taking this approach for more than 50 years. Our mission is to help our clients implement business-critical solutions that maximize the return on their number one investment: their people.

We believe that success begins with recruiting and hiring the right talent to fit your culture, which includes determining which skills are present in the existing workforce, which need to be developed, and which should be supplemented.

Our approach prioritizes fundamentals, safety, engagement, and continuous learning. It often starts with a learning assessment to understand what an organization truly needs. Along the way, we address every element of organizational effectiveness, from strategy and culture to leadership, frontline leadership, and the delivery of business results.

Your Most Important Asset: **Your People**

**94%** of employees would **stay** at their jobs **longer** if there were greater investments in learning.

Source: <https://learning.linkedin.com/resources/workplace-learning-report>



## Creating Operational Excellence

To create and sustain operational excellence, your business must be focused on organizational excellence. From the top down, everyone must be committed to excellence in all areas of the business.

**Operations** | Availabilities, capacity factors, and other balanced scorecard KPIs

**Maintenance** | Equipment reliability, maintenance rework, outage durations, and system failures (Maintenance and Reliability Excellence)

**Environment** | Air, water, and solids compliance records and reduced NOVs

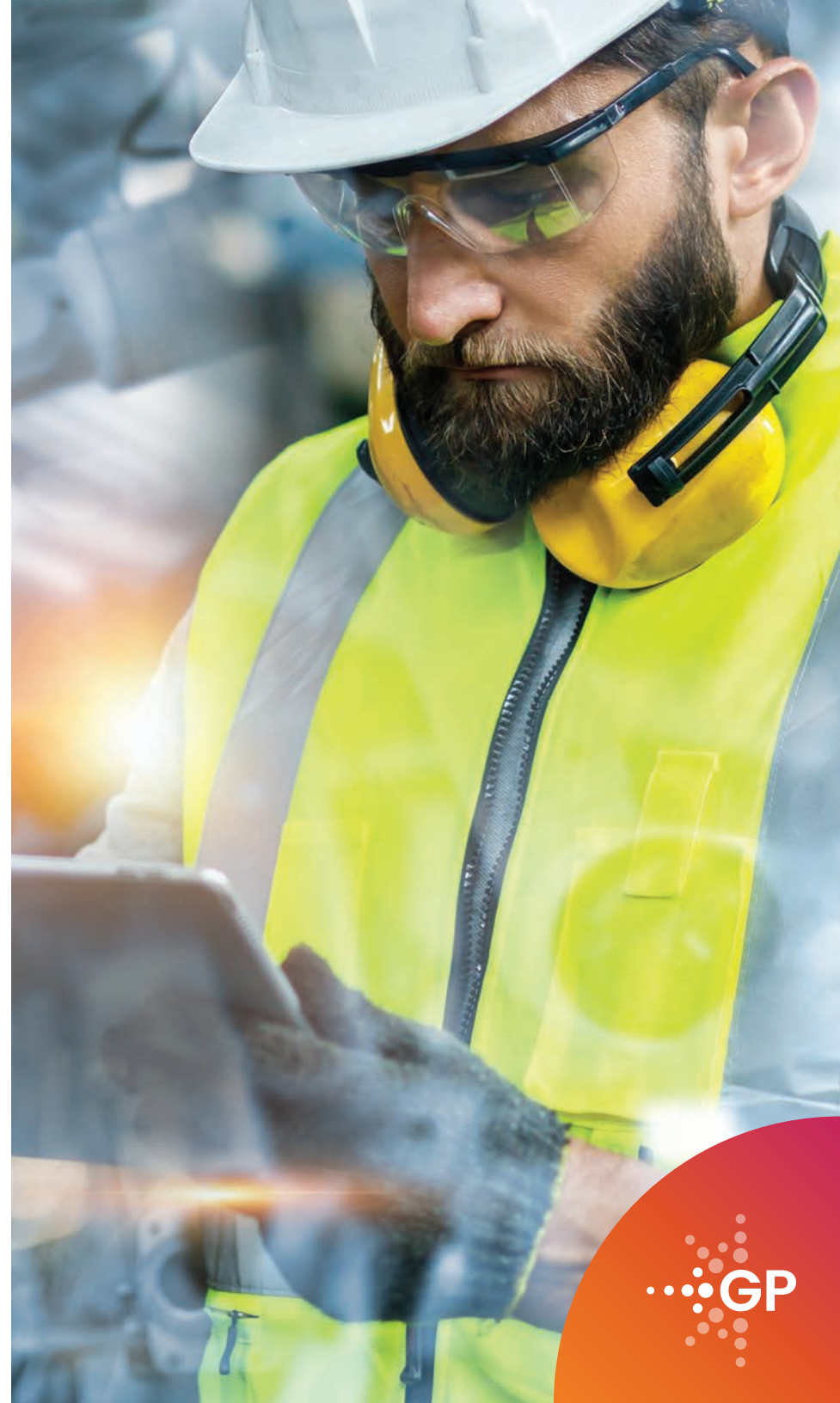
**Safety** | DART and LTA rates, near misses, and regulatory compliance

**Workforce Behaviors** | Turnover rates, cultures, engagement, and high performance

## Developing a Continuous Training Plan

A modern technical training approach is not a one-time event, but rather a continuous development of skills. Our time-tested model is one that will improve the knowledge, skills, and abilities that your people use to perform their daily jobs in a manner that ensures health, safety, and compliance and performance metrics are achieved.

Like any skills, those used in the technical profession require regular use to avoid atrophy. However, unlike soft skills, such as leadership development, creativity, or communications, technical skills often include dangerous or heavily regulated tasks, such as operating heavy equipment, maintenance, or troubleshooting and repair. A well-trained, fully prepared workforce will reduce accidents when operating dangerous machines or in dangerous environments, resulting in lower overall expenses.





## Maximizing Tools for Success

In recent years, technological leaps have given rise to new tools that drive business outcomes. New technologies are now available at the worker's point of need, allowing for better efficiency and higher productivity. With new technology, however, comes a need for reeducation.

With the increasing availability of artificial intelligence, as well as virtual reality and augmented reality, comes new opportunities for learning. For example, maintenance technicians can now use augmented reality to overlay "virtual tools," such as a wrench or ratchet, on top of real equipment to learn proper techniques. This type of learning can provide a safe way to train inexperienced workers on complicated or potentially dangerous pieces of machinery.

**57%** of workers want to learn a new skill set.

Providing your employees with training for new skills allows them to grow into new positions within your organization, builds organizational fluidity, and allows for mentors to pass down first-hand experience to their replacements.

Source: <http://press.careerbuilder.com/2017-04-13-The-Skills-Gap-is-Costing-Companies-Nearly-1-Million-Annually-According-to-New-CareerBuilder-Survey>



## Upskilling Your Workforce with GPiLEARN+

With GPiLEARN+, an industry-leading online training solution, we help you implement blended learning solutions that make a lasting impact on your engineers, technicians, operators, and other skilled workers. From managing health, safety, and environmental programs to complex position-based qualifications, GPiLEARN+ provides the solution you need to maintain a safe and effective technical workforce.





## Staying in Compliance

Compliance teams face increasing challenges, expanding regulations, and higher expectations. That's why we provide regulatory compliance services that help minimize risk and maintain compliance. Our expertise includes developing governance, risk management, and regulatory compliance processes and procedures.

## Improving Performance with Expert Technical Documentation

Access proven methods for creating and updating technical documentation that reduces risk, improves safety, and keeps you compliant with regulatory requirements. GP Strategies can help improve the quality of existing documentation or implement new documentation systems that streamline processes and reduce errors. Our latest innovation, ProDocs™, is a digital procedures-tracking software that brings next-generation efficiency to help manage business-critical documentation. Reduce the energy and time your organization invests in updating key documents by deploying updates instantly, collaboratively, and easily.



Reduce  
documentation  
time by  
**90%**

## Engineering Your Success

GP Strategies offers engineering and fabrication services that provide long-lasting, durable, and customized solutions for your technical needs. Our work in the aerospace and defense, healthcare, energy, and food and beverage industries has helped hundreds of companies achieve their goals with regards to operational readiness and capital expenditure projects.

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For more information, please visit  
[www.gpstrategies.com/solutions/technical-performance/](http://www.gpstrategies.com/solutions/technical-performance/)



[gpstrategies.com](http://gpstrategies.com)  
1.888.843.4784  
[info@gpstrategies.com](mailto:info@gpstrategies.com)



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