

Competence Management

The ability of personnel to perform tasks according to expectations, or the competence of personnel, is crucial to every organization because of the role it plays in ensuring tasks are carried out satisfactorily and safely. It is particularly important for the safety-critical tasks that are part of process safety.

COMPETENCE MANAGEMENT SERVICES

Competence implies appropriate qualifications, training, skills, knowledge, understanding, experience, physical and mental capabilities, fitness for duty, behavior and attitudes in order to be able to perform tasks according to defined performance standards. Often assumptions of competence are made based on the adequacy of experience or training, possession of qualifications, or the availability of a procedure. Such assumptions may be incorrect, and do not capture all the key aspects of competence.

Competence should be managed, otherwise poor performance and accidents may result. Indeed accidents have occurred when aspects of competence other than knowledge and experience were absent. Competence management is particularly important when an organization relies heavily on the skills, knowledge and capabilities of its personnel, such as in the process industries. The importance of competence is compounded in the face of the re-engineering, downsizing, and multi-tasking that occurs. Personnel are often expected to take on a wider range of tasks with less supervision thus increasing the need to manage competence effectively. Competence management should be planned, proactive and systematic. It involves:

- Identification of competence requirements
- Selection and recruitment of personnel
- Assessment of competence
- Certification of competence
- Maintaining, reassessing and monitoring competence

Competence management should be part of an organization's overall management system.

SERVICES OFFERED:

Development of a Competence Management Program

Primatech can develop an entire program for your company and help you to integrate it with your existing management system. We develop policies and procedures, train personnel and establish competence criteria.

Review and Assessment of a Competence Management Program

Primatech conducts an initial assessment of existing programs to identify areas for improvement in both design and implementation. We help companies to improve weaker parts of their programs.

Improvement of Specific Elements of Competence Management

We help companies fine tune individual parts of their programs, such as competence criteria.