Perfecting the Preliminary Study

Challenges of conducting a Preliminary Study that provides valid and reliable Key Performance Indicators KPIs

Presented by:

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Scope of Presentation

✓ Overview of systems approach from the TRAINAIR PLUS methodology (TDG) perspective.

✓ The importance of complying with the Systems approach for best results.

✓ The challenges of taking a systems approach to analyze the areas of the organization affected by the performance problem.

✓ The benefits of overcoming the challenges.
Overview of systems approach (TDG)

Preliminary Study:

✓ Problem analysis &
✓ Training requirements analysis

Causes of performance problems:

✓ External – inappropriate inputs from other systems & sub-systems
✓ Internal - part of the system processes
Overview of systems approach (TDG)

- Identification of System affected is crucial to clearly defining performance problems
  - Other systems/subsystems that are linked to the affected system must also be considered in the analysis.

- **System**: a collection of elements, interacting with each other to achieve a common goal.

Crunkilton and Finch (1999)
Overview of systems approach
Collection of parts?
Overview of systems approach – Identified Components?

CCTV Camera Installation System

DVR Back

DVR Front

Power Supply

Scart Connector

TV/Monitor

BNC - BNC/Scart Lead

Cameras
Overview of systems approach TDG

- Inputs
- Processes
- Outputs
Overview of systems approach

KPIs

GOAL: What you want the system to do

INPUT: Resources that go into the system

PROCESS: Steps that lead to a result

OUTPUT: The result that comes out of the system

FEEDBACK: Comparing the results to the GOAL; adjustments are made to the inputs and/or process
What is a KPI?

✔ A Key Performance Indicator is a measurable value that demonstrates how effectively an organization/company is achieving key business objectives.

In simple terms a KPI is a way of measuring how well:-
✔ Individuals
✔ Business units
✔ Entire companies are performing.
Key Performance Indicators

- Organizations use KPIs at multiple levels to evaluate their success at reaching targets

  ✓ High-level KPIs may focus on the overall performance of the enterprise/organization,

  ✓ Low-level KPIs may focus on processes in departments

- Course Designs are based on results of the analysis phase which identify these KPIs
TDG systems approach

Preparation of a diagram of the system affected by the identified performance problem

&

Organizational Chart

✓ showing where the job(s) associated with the performance problem are

✓ The job’s vertical and horizontal linkages with other jobs
Importance of the Systems approach:

- Analysis using the Systems approach enables CDs to undertake
  - Organizational performance diagnosis, i.e.
    - What are the desired performances?
    - What are the actual performances?
    - What improvements need to be made?
Importance of the Systems Approach

- Work expertise documentation

- Gathering information on existing expertise in the organization, teams, and individuals

- Recording expertise requirements needed to meet the KPIs and perform on the job.
Importance of the Systems approach

To avoid appearing to have a hidden agenda such as:

✓ to keep or create jobs

✓ sell materials and equipment

✓ fulfill political or social agenda

✓ fit a particular instructor’s preferences
Challenges of taking a systems approach

Issue: Identifying the KPIs of the organization, the related symptoms of performance problems, and the specific performance that will be integrated into the course design

Challenges
• Inaccurate job descriptions
• Overlapping job tasks
• Inaccurate organizational data
• Inaccessible data – confidential, unavailable
Challenges of taking a systems approach

Group work: Discuss and present an approach to conducting the Preliminary Study that will yield KPIs that can be used in post-training evaluation.

a) Discuss the challenges and the tactics for identifying KPIs;
b) Decide on solutions and best practices
Best practice for using the Systems approach
The East African School of Aviation (EASA)

✓ Primary and Secondary data collection during analysis
✓ Results
  - Data at all levels
  - Cover the diverse aspects, inputs, processes & outputs
  - Harmonized all processes
Thank You