

# Training Management

## Best Operating Practice



# Achieving Best Practice

## Just got easy!

Linac's Training Management System is an intuitive web based solution, helping organisations capture and retain critical knowledge and develop a framework of Best Practice. The system drives consistent skills development which directly improves productivity.

- ✓ Administrative effort is automated, leading to considerable cost reductions
- ✓ Organisational structures are mapped easily
- ✓ Role profiling links to specific skills and is supported by automated TNA
- ✓ Upload and link Standard Operating Procedures (SOPs) to roles
- ✓ Link assessment and sign off to role specific skills
- ✓ Automatic Messaging system ensures that all employees are kept up to date
- ✓ Regulatory compliance is ensured through automatic processes
- ✓ Flexible Data Warehousing suite allows complex analytical and ad-hoc reporting

# Training Management Best Operating Practice



**We can help you achieve competitive advantage and remain viable, sustainable and profitable. Our technology will help you to create a framework for knowledge retention and Best Operating Practice.**

Achieving competitive advantage in today's fiercely competitive global markets requires organisations to be lean. It requires your most important assets, your people and your processes to be fully optimised. This requires your people to be fully competent in their role. That is, they need to possess the necessary knowledge, skills and behaviour to drive organisational success.

Linac's Training Management System helps you to effectively capture knowledge, document best practice and train your people consistently. The system can be easily configured to meet your specific demands.

The system integrates seamlessly with existing programmes, workflows and business practices. It addresses the challenges of knowledge retention, skills development and application. It helps to develop a Best Operating Practice framework that continually meets regulatory compliance, reduces risk and drives productivity.

*"The Training Management System allows us to adopt a standardised approach to skill, capability development and reporting. I would strongly recommend Linac to any company looking for a training management solution."*

**Diageo UK & Ireland –Brendan Farrell**



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## Best Operating Practice



**Solutions are tailored to meet our customers' needs exactly and our flexible approach enables seamless implementation.**

The solution drives Best Operating Practice by:

- ✓ Increasing regulatory compliance
- ✓ Reducing risk associated with quality, health and safety and the environment
- ✓ Ensuring consistent skills development and application
- ✓ Retaining knowledge via Standard Operating Procedures (SOPs)
- ✓ Providing a central secure hub for all critical information

Managers can see at a glance the roles and skills gaps associated with each team and individual. The system ensures that all staff training is recorded against a set of standard consistent procedures. The system eliminates the need for paper documentation and thus significantly reduces the administrative effort associated with paper based processes.

We provide a fully managed and hosted service offering the latest in service technologies. Our agile approach enables us to deliver cost effective and fit for purpose solutions.

At Linac we are proud to work with some of the world's leading organisations and our success record is entirely the result of our ability to exactly meet the requirements of our customers.

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## Benefits

### **Reduced admin time!**

Automate work flows, processes and significantly reduce administrative time and effort.

### **Best Operating Practice**

Map roles, link skills and SOPs automatically to provide a framework for best practice training.

### **Reduced risk!**

Reduce risk through consistent skills training and development.

### **Increased regulatory compliance!**

Increase regulatory compliance with best in class Standard Operating Procedures (SOPs).

### **Automated skill gaps analysis!**

Skills gap reporting and skills expiry together with automated refresher communication.

### **Easy to use and intuitive!**

A highly intuitive and visual web based interface provides a seamless easy to use experience.

### **24/7 anytime, anywhere access!**

Single point access, real time information and reporting data 24/7.

### **Secure access and permissions!**

Multi-layered permissions and security ensures appropriate system and data access.



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## We understand your needs

*“With Linac their approach of structured questioning coupled with a deep understanding of not only IT but Learning and HR issues ensured that our specification was matched exactly to what our needs and not what we thought they were. The winning strategy is Linac’s ability to couple this process with excellent after-sales service and support from a friendly approachable team”.*

**Brandon Hire – Jim MacCall, National Training Manager**

### **Knowledge management made easy!**

Data management tools provide you with the flexibility to continually update information and SOPs to stay current with legislation and best practice.

### **Reduced development & support costs!**

The application is built upon a generic framework and uses existing proprietary software tools to reduce the need for high development and support costs that typically accompany a custom software application.

### **Efficient & expandable!**

The application is easily expanded to incorporate new areas of the business. The organisational mapping tool makes it easy to add new business areas and associate new and existing SOPs to these areas.

### **Anytime, anywhere reporting!**

Live reporting is a standard feature of the application. It is easy to interrogate and evaluate trends and track metrics to make well informed decisions.

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## System integration!

We understand that you require a seamless implementation and that each client has unique integration requirements. We can help you to automatically interface with other systems – export, share and update data between systems.

## Easy deployment

The systems modular structure enables fast and easy deployment. We work with you to ensure we have captured and understood your specific requirements.

## Scalable

The system can be adapted and expanded to grow as your business grows.

*“The Training Management System, that was developed to meet specific company needs, has greatly enhanced our process of standardisation and training. The system boasts many capabilities, one in particular being its automated nature which has significantly reduced administration time and resources.”*

**John Marrow, National Training Manager, Schneider Electric**



## Features Overview

### Administration

#### Organisational Hierarchy Mapping

- ✓ Map organisational structures
- ✓ Link knowledge and skills to organisational units
- ✓ Set access and permission rights to roles

#### Role Profiling

- ✓ Build and edit unique role profiles
- ✓ Link skills and SOPs to roles
- ✓ Create multiple skill levels & grades

#### SOPs

- ✓ Capture knowledge through a central library of SOPs
- ✓ Use templates to standardise look and feel
- ✓ Full versioning and change control

#### Training

- ✓ Link training directly to role profile and grades
- ✓ Link skills development to SOPs
- ✓ Integrated assessments with question weighting
- ✓ Automated skills gap analysis

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### Knowledge Management

- ✓ Central repository for all documentation
- ✓ Track and audit status of SOPs and documents
- ✓ Powerful search functionality using wild card search functionality
- ✓ 'Enter once - use anywhere' architecture for increased productivity and data integrity

### Reporting

- ✓ Real time 24/7 reporting suite
- ✓ Drill down reporting and smart filtering report options
- ✓ Export into MS Excel for personalised exception reporting

### End User

- ✓ User friendly intuitive menu driven design
- ✓ Real time personalised communication
- ✓ Automated reminders and notifications
- ✓ View personalised schedules

### Integration & Hosting

- ✓ Data importing and sharing with existing systems and applications
- ✓ Data download feature into MS Excel for reporting
- ✓ Fully hosted option = 99.8% uptime
- ✓ Organisational hierarchy mapping tool allows multiple business areas to access the system



## Additional Support Services

### Best Operating Practice (BOP)

Linac's team has extensive experience in the design and implementation of BOP models that have helped companies define roles, skills and capability.

### Training

A series of short training workshops for your team, is all that is required to get them up and running and managing the system. Training is tailored to suit each organisation and is typically two to three days in duration.

### Standard Operating Procedures (SOPs)

Training to help people design and write SOPs. Consultancy support to help companies set up the necessary:

- Authorisation
- Review
- Referencing
- Distribution
- Sign off
- Version protocols and controls

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## Technology Overview

### Cutting-edge Microsoft .NET technology

The system is a web based solution designed and developed using Microsoft .NET technology and using a SQL server database, making it suitable for any business.

### Secure hosting

Linac's Web farm - with NLB (Network Load Balancing), mirrored redundant databases, and RAID array hard drives - located in Maidenhead, UK data centre provides scalability, security, reliability, ease of deployment, and high performance across the globe



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