

CASE STUDY | AUTOMOTIVE

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How to manage education in the automotive industry?

The automotive industry is one of the most dynamic and innovative industries, characterized by a rapid cycle of new technology and product introductions that continually increase the complexity and variability of manufacturing processes. Automotive manufacturers and their suppliers must constantly respond to changes in the market, customer needs and technological trends. At the same time, they are burdened by high employee turnover. All this places high demands on their training and development, and employees must be able to adapt quickly to new situations and requirements. The automotive industry is under great pressure to comply with strict quality and safety standards, which are essential for the required production quality and customer satisfaction as well as for the prevention of work-related accidents. Employees must be well informed about the latest applicable regulations, working and inspection procedures.

In addition to the generally expected LMS functionality, the *iTutor* platform makes available advanced features that enable a truly comprehensive approach to training, employee development and other related processes. In this case study, we'll look at some of the key challenges our automotive and manufacturing customers face in training and employee development and how the *iTutor* platform helps them streamline and automate their processes for managing qualification requirements, competencies, objectives and managing extensive documentation.

1

A comprehensive approach to managing and controlling employee qualifications

Thanks to the LMS iTutor integrated directly into the production process, we have a detailed overview of fulfilling the strict qualification requirements of employees and their access to production lines is fully automated.

Jana Michelová, Inovation manager, Continental Automotive Systems Slovakia s.r.o.

A comprehensive approach to managing and controlling employee qualifications

The *iTutor* platform provides our customers with an instant overview of the fulfilment of employee qualification requirements and sets up the related processes in a way that motivates employees while ensuring efficient continuous production.

Successful companies make sure that obtaining the necessary qualifications is not just a one-off training. It is a complex process, whereby the employee gradually studies the necessary documentation and then has to study specialized courses or obtain confirmation of proper training from his or her superiors and thus become fully qualified.

iTutor Qualifications allows you to define any conditions for obtaining qualifications, including setting the validity period, and can be assigned to any group of users, whether they represent job positions or perhaps individual production lines or workplaces on them.

Some jobs may require certain medical fitness. Workers in these positions must pass a medical examination and can obtain the required fitness based on the results. Thanks to the *iTutor Medical Fitness* module, it is possible to incorporate this medical examination agenda into the *iTutor* learning platform and, of course, link it to qualifications.

Automated access to production lines

At Continental company, thanks to the integration of the *iTutor LMS* platform with employee card readers, it is possible to verify online if the employee qualification requirements are fulfilled when they log in to the production line. It is sufficient for the employee to present his/her card at the production site and the *LMS iTutor* module is immediately asked if the employee meets the necessary qualifications. There are two situations:

- ✓ everything is OK, the machine starts and the employee can work;
- ✗ some of the obligations are not met and the qualification is not fullfiled or the employee is logged in after more than 90 days - the machines are blocked and cannot be started.

In case of non-fulfilment or expired qualification, the employee can log in with his/her card to the so-called kiosk (computer with touch screen), where he/she is automatically logged into the *iTutor LMS* and is directly shown the missing part of the study, after which he/she regains the qualification and can work immediately.

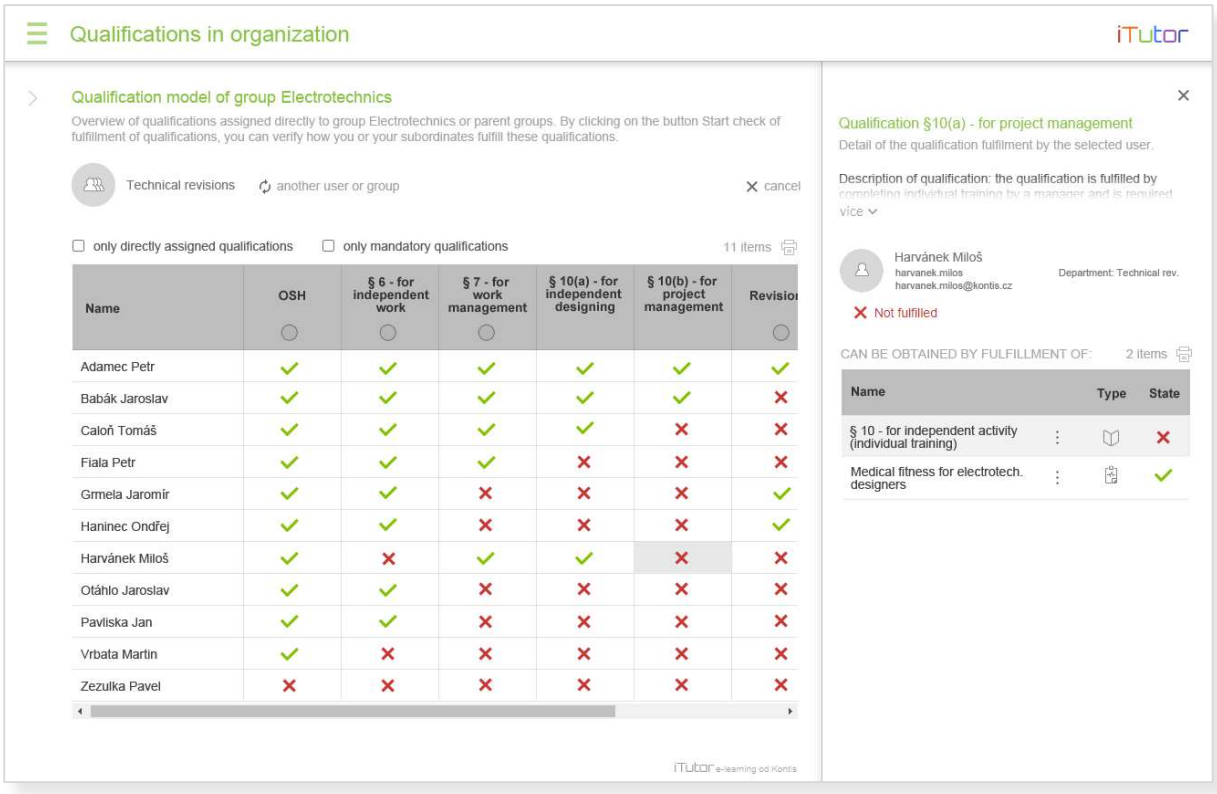
Thanks to the *iTutor* platform, delays in the production process are virtually eliminated.

Easy search for skilled workers

Due to high dynamics of the production process and the turnover of production employees, it is very important for managers to be able to quickly identify suitable candidates for a given position.

The *iTutor Qualifications* module includes the *Qualifications in organization* application, which allows managers to conveniently display the qualification model of the company and evaluate its fulfillment at the level of any user group or specific employee.

Each manager can easily determine how their subordinates meet the qualification requirements for any job position or role within the company. This application assists our customers, particularly when they need to quickly fill a selected job position with a suitable subordinate. They can immediately see which qualifications the selected subordinate has already fulfilled for that job position and which qualifications they still need to complete. The manager can directly enroll employees in the courses required to obtain the qualification. The manager can efficiently search for suitable candidates by assessing the fulfillment of the qualification model for all employees in the selected group at once. On the other hand, each employee can independently discover the qualification requirements for various job positions within the company and actively prepare to meet them if the position aligns with their career plan in the company.



Easy identification of suitable candidates for the desired job position using the Qualifications in Organization application

2

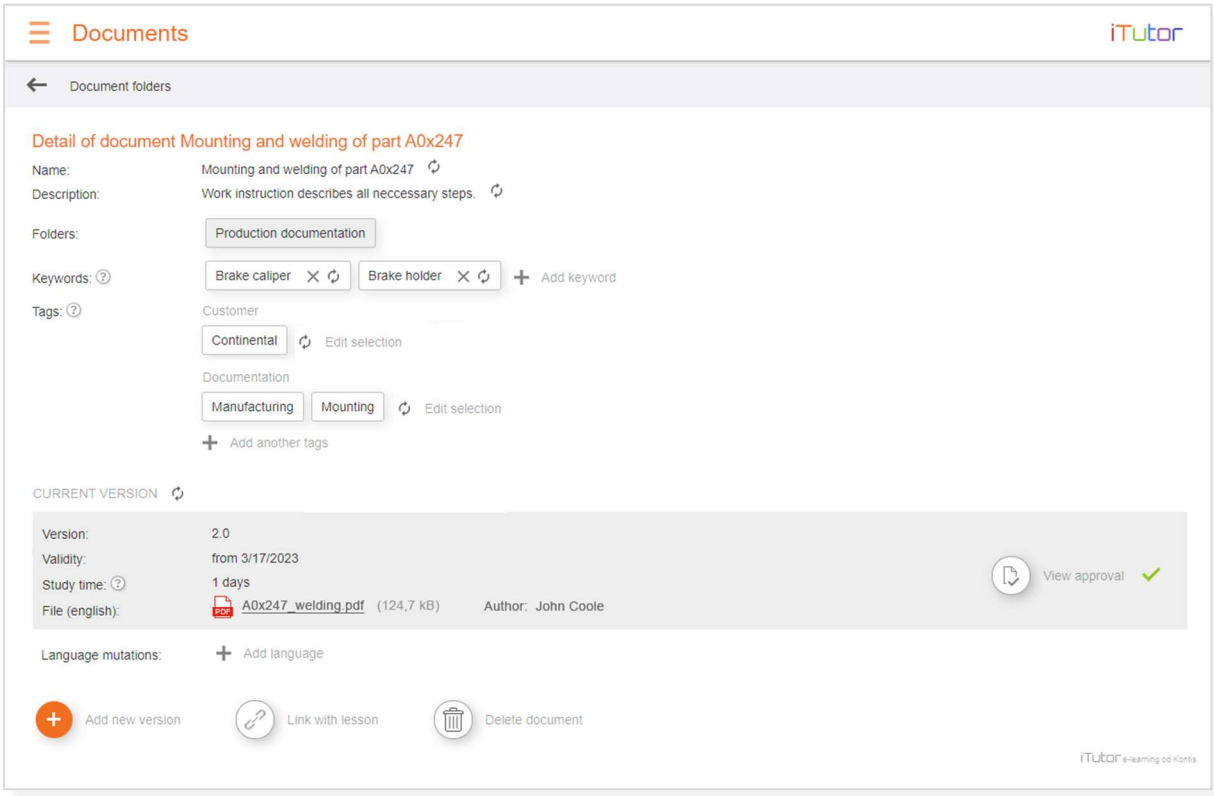
Efficient management, control, and distribution of documentation.

"The iTutor platform brings significant simplification and streamlining to the management of documents throughout their lifecycle - from creation, through the review and approval process, to the distribution of the latest versions to employees."

Olga Kopálová, HR Department, ContiTech Vibration Control Slovakia s.r.o.

Efficient management, control, and distribution of documentation

One of the specific characteristics of companies in the automotive industry is the extensive documentation that is not easy to manage efficiently. Documentation includes technical specifications, work instructions, certificates, contracts, standards, plans, reports, and more. Additionally, due to the global nature of the automotive industry, documentation is often maintained in multiple language versions. Documents must be up-to-date, approved, consistent, and immediately accessible to all relevant individuals. At the same time, they need to be protected against unauthorized access, modification, or loss. Many of our automotive and manufacturing customers are assisted with document management by *iTutor Documents*, which supports the entire document lifecycle from document creation, commenting and approval, distribution to target users, to document updates and re-approval and distribution of those updates.



How to keep employees up to date with the latest documents?

Thanks to the direct integration of managed documents with course lessons in *iTutor LMS*, the process of familiarizing employees with documents can be fully automated and recorded. It ensures regular knowledge renewal through periodic study of the documents. When a new version of a document is released, employees are promptly notified via email notification and prompted to read the new version to extend the validity of the associated course. With the *iTutor Qualifications* module, it is possible to include a course linked to documentation as a requirement for obtaining a qualification. Our customers ensure that all employees have up-to-date information necessary for their job positions, which may be mandated by law or the company, and meet all qualification requirements.

3

Evaluation of employee competencies and goals

The iTutor platform provides us with support for regular evaluations of employee competencies and goals. With clear outputs and reports, we can easily identify and develop talents for key positions and monitor whether goal attainment aligns with the company's objectives and managers' expectations.

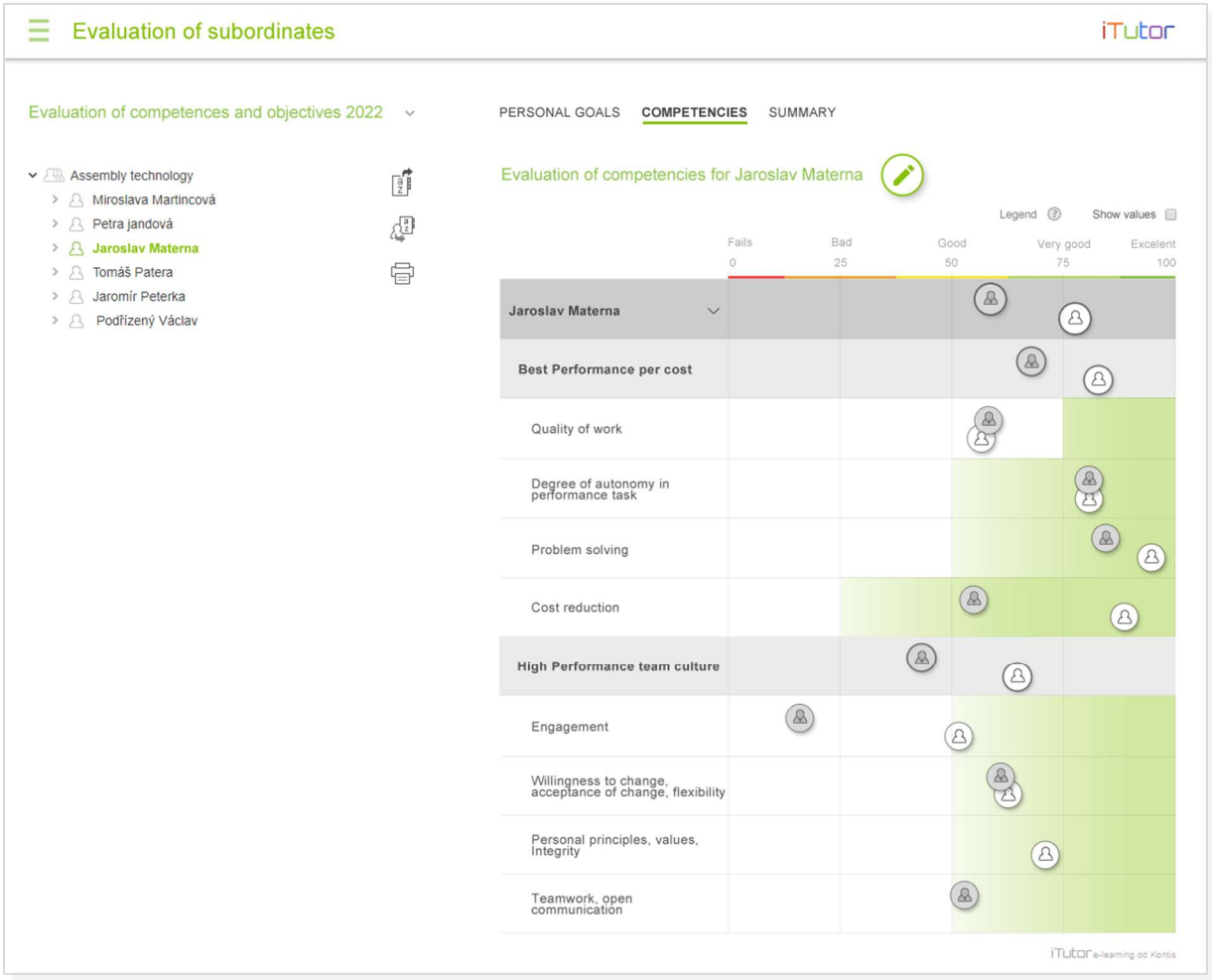
Daniela Papac, HR Business Partner & HR Generalist,
IG Watteeuw ČR, s.r.o.

Evaluation of employee competencies and objectives

Evaluation of employee competencies and goals is an important aspect of human resource development in any organization. It helps identify individual and team strengths and weaknesses, establish priorities for further education, and motivate employees to achieve better results.

Many customers utilize the *iTutor Competencies* and *iTutor MBO* (Management by Objectives) modules to identify talents for key positions, increase employee motivation and satisfaction, and improve their job performance. *iTutor* allows the definition of a custom competency model for the company, and individual competencies at the desired levels can be assigned to employees or groups of employees.

In the *Evaluation of the subordinates* application, managers can view the entire group of subordinates and easily compare their overall self-assessment with the manager's evaluation for all competencies or set goals. In the detailed view of individual subordinates, managers can immediately see whether they are achieving the required levels for assigned competencies and whether they are meeting their set goals.



Quick overview of the competency evaluation of a selected employee in the managerial application "Evaluation of subordinates"

4

Integration with HR systems and clear user structure

The iTutor platform allows our managers to react instantly to the situation in the production process and can move their subordinates to the required positions as needed

Milan Bohuš, Dual education specialist, Continental Automotive Systems Slovakia s.r.o.

Easy integration with customer's HR systems - the first requirement for successful implementation of *iTutor LMS*

Integrating the *iTutor* platform with any customer's HR system is a common practice. In a specific implementation, it is necessary to determine the objects and structures that need to be transferred. The transfer of employee structure is crucial, and *iTutor* allows users to be organized in a completely customizable tree structure, where individual branches can correspond to different criteria. Users can be grouped based on organizational units, job positions, workstations on the production line, and more. Managers are also transferred along with their respective groups. This eliminates the time-consuming task of managing the user structure for HR personnel, as it is fully managed by the *iTutor* platform. Additionally, this meets the essential requirement for easy and clear assignments of qualification requirements, competencies, or access permissions to documentation for different user groups representing job positions, production lines, and more.

Managers can move their subordinates within the production process as needed.

Building the user structure doesn't end with its transfer from the HR system. Administrators have the flexibility to expand this user structure at any time and in any way based on their criteria. Furthermore, administrators can enable managers in *iTutor* to reallocate their subordinates within specific groups. This means that managers can immediately respond to the current situation in the production process and move an employee to a group representing a different production line, for example. The allocation of required qualifications and other study obligations will occur instantly and automatically based on the membership in the new group to which the employee has been moved.

Summary and conclusion

Our solution, the *iTutor* platform, is a complex portal that:

1. brings completely new possibilities in the administration and management of employee qualifications, automates their registration,
2. prevents accidents and inefficient work in production positions - enables online verification of the fulfilment of prescribed qualifications thanks to the connection of the *iTutor LMS* training platform with IR employee card readers at production lines,
3. significantly saves time and money spent on qualifying new and existing employees,
4. it brings major simplification and streamlining of document management throughout the entire document lifecycle, from the creation of documents, through the management of the comment and approval process, to the distribution of up-to-date versions to employees,
5. keeps all documentation safe with detailed permission settings and access to document folders,
6. unifies the creation of standardised work instructions and offers support to translators in their subsequent localisation,
7. promotes collaboration and feedback between employee and manager, enabling the identification and development of talent for key positions,
8. helps to identify employees' strengths and weaknesses and prioritise their subsequent training,
9. helps increase employee motivation and performance by allowing employees to set and track goals in line with company and manager objectives,
10. is intuitive, comfortable, fast and also directly accessible in the production halls thanks to online connection,
11. is integrated with the internal SAP HR modules or another HR systems to ensure daily transfer of the employee structure and other necessary information,
12. enables managers to immediately react to the situation in the production process and manually move their subordinate workers to the required positions.