

GyrusAim Offers Skills Management to Louisiana Machinery

Louisiana Machinery

Caterpillar Inc. maintains a large international dealership network and the finest training program in the industry. It has been Gyrus' privilege to work with some of the preeminent dealers in this network, including Louisiana Machinery a leader in the use of Caterpillar TCDP in the development of their technicians. Caterpillar developed a comprehensive system of skill requirements for dealer technicians providing a complete training and career development regimen. Louisiana Machinery adapted this system to meet the unique demands of their local marketplace. Here is why and how they did it.

"Louisiana Machinery believes that the excellence and growth of our company is directly tied to the ever improving skill of our technicians. GyrusAim gives us the tool we need to manage and automate the TCDP competency development for each employee."

Robert Guillory
Louisiana Machinery

Skilled Technicians

At Louisiana Machinery technicians enter into a 7 year development program organized into 5 professional levels depending on their job. Each level contains 200 to 300 TCDP competency requirements. The requirements are met by successfully completing a rigorous regimen of on the job, class room training, computer based eLearning, and testing. The greatest efficiencies of training and employee productivity have been achieved by using more blended learning which combines eLearning and Instructor Led training to maximize the advantages of both. This has led to improved quality of training and to significant reductions in employee "downtime" while training. Managing all of the development requirements, training options, and schedules in a single system for each technician required careful planning and a powerful yet very flexible competency based Learning Management System.

Putting it All Together

Louisiana Machinery first mapped out the tasks and skills need for each job. Next they determined which training courses provide the information needed to get each skill or task. Gyrus' part in the process was to provide the GyrusAim competency based Learning Management System and help work out how it would be used to meet the highly specialized training needs of TCDP development. The system is well suited to manage myriad details and long term individual development plans for each technician. It provides up to the minute information for every individual

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technician, progress information for his/her supervisor, and complete reporting for all management levels.

Special Challenges

Caterpillar dealers have always been known for the excellence of their training along with the pro-fessionalism and longevity of their technical work-force. So, when Caterpillar Corporation changed from course based training to skills based develop-ment, Louisiana Machinery wanted to capitalize on the strengths of the new TCDP approach without losing the essen-tial legacy training infor-mation belonging to their long-term employ-ees. To do this, the Learning Management System had to be flexi-ble enough to do both. GyrusAim meets this need because it updates existing courses to skills based training and properly credits each techni-cian with the skills they have learned through years of training and experience. In this way, even a 25+ year employee will have detailed and up to date transcripts containing both courses completed, skill or tasks obtained and those still required.

"Our past business prac-tices often come out to haunt us in today's world. GyrusAim is a great tool for supporting change, skills development and employee proficiency."

Ollen Broussard
Louisiana Machinery

Benefits

Thanks to Louisiana Machinery and Gyrus' pio-neering work, the GyrusAim competency based Learning Management System is ready for use by other dealers in the caterpillar network. And, each dealer can still customize the set up to meet local needs. The result is well rounded, thorough-ly trained, and fully developed Technicians.

Louisiana Machinery is LA 's source for Cat En-gine Power for Marine, Petroleum, Truck, Industrial or Electric Power Generation needs. They sell new and used CAT equipment as well as offer a rental service.

Website: <http://louisiana.cat.com/>