

Increased operational efficiencies and higher Organizational Development quotient through Digital Competency Modeling



Client/Location

WMS Gaming /Waukegon, IL

Project

Digital Competency Modeling

Highlights

- Mastech Digital engaged with the client team in the digital design and development of a comprehensive Competency Model Development
- Short-term deadlines were met through timely, accurate deliverables
- The timely launch and unanimous acceptance of the competency model earned the client numerous honors including Chicago Tribune Top Work Places and Forbes America's 100 Best Small Companies

Client Satisfaction



Recognized in top 1% of staffing firms for client satisfaction

- Inavero 2012 survey



Mastech Digital is a certified minority supplier with the National Minority Supplier Development Council.

Top Chicago Employer Taps Mastech Digital To Help Complete Organizational Development Program

Client Challenge

One of the world's largest designers, manufacturers and distributors of gaming products, came to Mastech Digital in the midst of a massive overhaul of its employee competency models for over 1,800 employees. These competencies and associated learning resources would provide methods of self-development for employees in all departments at all levels; a hallmark of the client's world-class culture of innovation. With a three-month deadline looming to complete hundreds of competencies, the client's Organizational Development team needed help to finish the project.

Mastech Digital Solution

With our proven expertise in digitizing and creating compelling learning experiences, Mastech Digital quickly set up a project team led by an ISPI Certified Performance Technologist to work on the project. Focusing on the Develop phase of the ADDIE instructional design model, our Digital Learning Services team conducted an in-depth evaluation of the current competency models.

- The team then classified ten job families, each containing 6-15 subfamilies and 8-12 competencies for every subfamily
- Redundancies were then reviewed, rewritten and removed from the competencies
- Learning resources were identified for each of four levels within the competencies and internal course development was suggested where needed
- The entire competency model, once developed, was digitally packaged to provide a user-friendly experience



Outcomes

- The client could implement the competency framework in a short span of time reflecting high levels of operational efficiencies
- The digital format allowed quick and easy adoption of its competency framework across the organization
- The client's commitment to employee development projects resulted in increased Organizational Development quotient and earned it numerous honors including Forbes America's 100 Best Small Companies