



GAP ASSESSMENT IMPLEMENTED TO SUPPORT NEW TECHNOLOGY NEEDS

SITUATION:

The Director of Operations at a Horticultural Company wanted to assess the technology being used in his manufacturing facility and the personnel that were responsible for it.

- The client recently built a high tech laboratory and manufacturing facility that included state of the art equipment.
- While their equipment was cutting-edge and could potentially improve manufacturing and production uptime, the staff was not trained or educated on how to optimize the new systems.
- An assessment was needed to determine if additional skills were required or if existing staff could be trained to meet the objectives.

STERLING SOLUTION:

Sterling Engineering performed a technology assessment and an engineering skills gap assessment.

- Sterling interviewed employees about their experiences with response time on maintenance issues and downtime.
- Sterling analyzed vendors that provide additional support services to the company.
- The assessment identified a gap between the technology skills installed in the new building and the technology capabilities of the current staff.
- Sterling Engineering recommended a Plant Engineer profile that defined the expertise and skills required to achieve the expected outcomes.

RESULTS:

Based on Sterling Engineering's recommendation, the client anticipated an increased ROI on their capital equipment investment.

- Sterling Engineering's Staffing Service was able to identify a number of experienced engineers to present to the client. They hired an engineer that met the necessary requirements, matched their culture and were pleased with how quickly the whole process took from start to finish.
- With the addition of the new Plant Engineer, the staff is looking forward to seeing improved manufacturing uptime and ongoing skills development.

PROJECT SNAPSHOT

- ❖ *New technology updates increased the need of technical support personnel.*
- ❖ *Performing a technology and engineering support personnel assessment.*
- ❖ *Uncovered a need for additional engineering staff and developed a profile of a candidate that met the necessary skills to achieve expected outcomes.*