



Babtec.QFM

Qualification Management: The Systematic Approach to Qualifying Employees

The skills of your employees play a crucial role in achieving your company goals, and this is truer today than it ever has been. Quality management standards, particularly the ISO 9001:2015 require that organizations must determine and control the level of expertise that is to be maintained in the company. This is the only way in which they can ensure that

their products and services conform to standards. Requirements have been formulated regarding both the knowledge of the organization and the handling of the competencies needed that enable employees to act successfully within their remit.

The screenshot displays the Babtec.QFM Qualification Matrix interface. The main area is a grid where rows represent employees and columns represent different qualification requirements. The status of each requirement for each employee is indicated by a colored circle: green for 'Reached', yellow for 'Expires soon', red for 'Not reached', and grey for 'Expired'. The interface includes a 'Settings' panel on the right with sections for 'Required Qualifications', 'Additional Qualifications', and 'Configuration'. The status bar at the bottom shows 'Location UK' and 'Stella, Robert J. (User)'.

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The Qualification Matrix provides a quick overview of the current qualification status of your employees

The challenge lies in the fact that responsibilities and task remits expand and change as companies are constantly developing, and the qualifications required for these areas therefore also expand and change. **Documents providing proof of certain competencies or skills** have to be reissued from time to time, in specific intervals. **Every employee's qualification level** must be kept **up to date** and be able to be viewed quickly when needed.

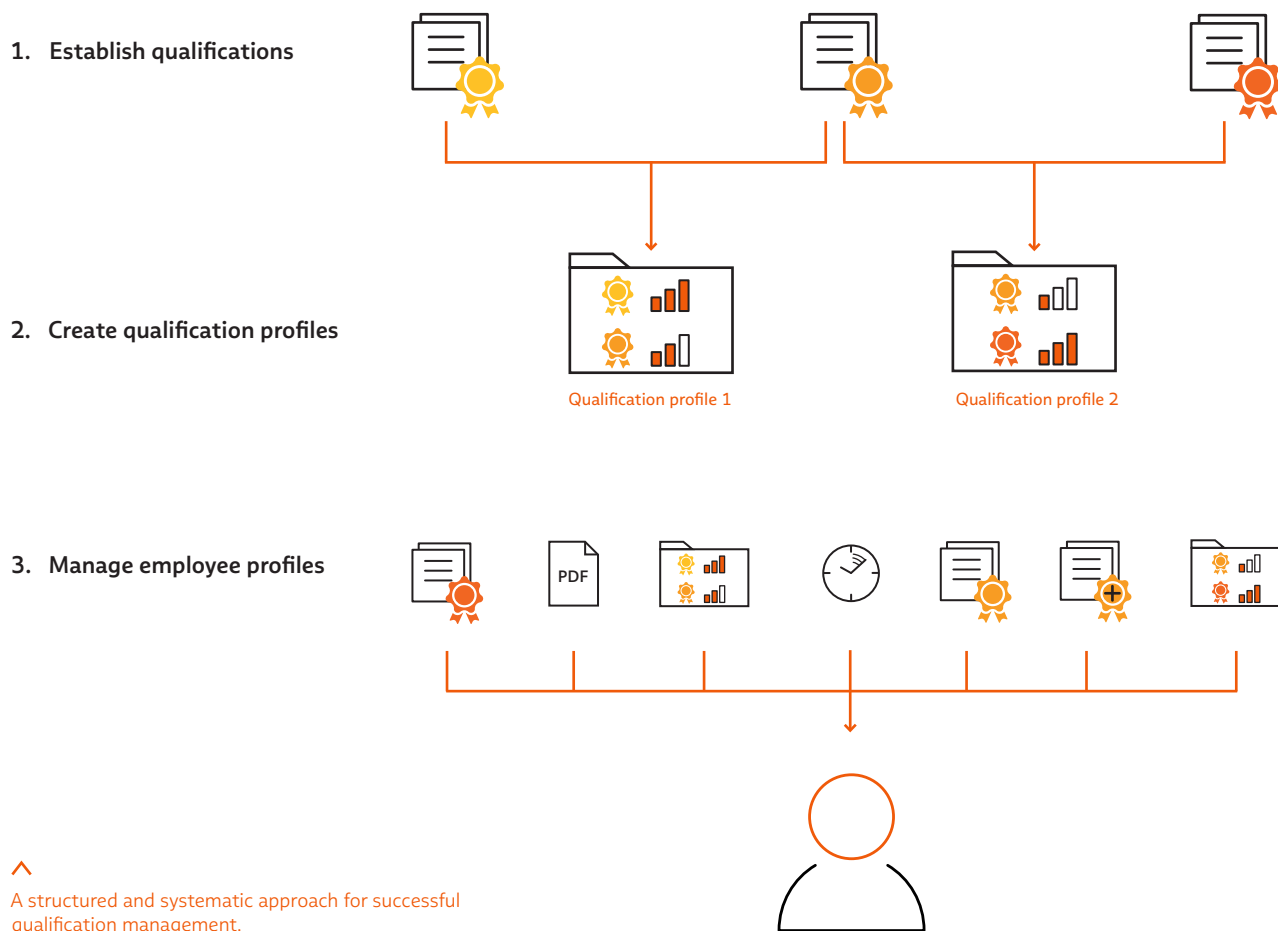
For certified companies, this is checked in regular audits. You will be able to answer questions like **“Do you have an up-to-date overview of the qualifications and competencies of your employees?”** or **“Which employees currently require training and for what?”** at the touch of a button using the Babtec software.

Keeping an Eye on Things

The **Qualification Matrix** gives you an overview: The clear symbols enable you to see whether the required qualifications are present **at a glance**. In addition, you can see which of your employees have **qualifications that will soon** expire and need to be renewed. You can determine which skill level a specific employee requires or when exactly the proof of qualification expires, for example, with just one click. You can change the format of the matrix to personalize it

according to your needs, so that you always have the information you need to focus on **right where you need it**. In the process, the system ensures that every user can only see the employees that they are responsible for.

Follow these steps to exploit the advantages of the Qualification Matrix to their fullest extent:



Establish Qualifications

Set up **company-specific** qualifications and dictate which of them are subject to a limited validity period. Each qualification can be allocated as many proficiency levels as you wish. You can thus determine the **levels of competence required** of your employees. For example, you can assess the level of

foreign language skills using the European reference framework levels, from “A1 – Beginner” to “C2 – Mastery of the language”. All the qualifications that have been determined and the levels of proficiency for them are managed within a catalog.

Determine Qualification Profiles

Employees take on specific **roles** to execute their tasks within the company. The relevant task remits and requirement profiles are generally set down using **job descriptions**.

To create these **requirement profiles**, record all the competencies needed in qualification profiles within the Babtec software. Each qualification and its relevant minimum competence level that must be attained to fulfill the requirements is contained in the software.

You can assign each person one or more qualification profiles, depending on their task remit, in order to **systematically** organize and manage the qualifications of your employees. The advantage for you is that any **changes or developments** that you make to the profile only need to be carried out **once, from a central point**, to be applied to all the relevant employees.

Manage Qualification Statuses

You can manage your employees' individual qualifications using **employee profiles**. You can store personal data such as

the employee's name, department and position in this profile, and also assign required qualifications.

The screenshot shows the Babtec software interface for managing employee qualifications. The main window displays the profile for Rita Groß, including her contact information and a list of assigned qualifications. The qualifications table is as follows:

Qualification No.	Qualification descr.	Current Proficiency	Expiration Date	Required Proficiency	Overall Status
SPR-DEU	Language skills - German	5 - Native speaker		4 - Fluent	●
SPR-ENG	Language skills - English	3 - Business fluent		3 - Business fluent	●
NWS-EHS	First-aid certificate	2 - Verified	1/19/2020		●
PC-MSW	MS Word skills	2 - Fundamental skills		2 - Fundamental skills	●
PC-MSE	MS Excel skills	2 - Fundamental skills		2 - Fundamental skills	●
PC-MSP	MS Powerpoint skills	2 - Fundamental skills		2 - Fundamental skills	●
PC-MSO	MS Outlook skills	2 - Fundamental skills		2 - Fundamental skills	●
LWI-SI	Safety instruction	1 - Pending		2 - Obtained	●
NWS-FRW	Driving licence passenger car	2 - Proof rendered	6/30/2020	2 - Proof rendered	●
LWI-AS	Industrial safety instruction	2 - Received		2 - Received	●
PC-CRM	MS CRM skills	2 - Fundamental skills			●
SK-TEAM	Capacity for teamwork	2 - Normal		2 - Normal	●
ESTA	Visa	2 - Available	1/30/2020	2 - Available	●
BMI	Passport	2 - Available	5/30/2020	2 - Available	●

Below the table, there is a section for 'Allocated by' and 'Qualification History' showing a table with columns for Allocation type, Information, Required Proficiency, and Status.

< The employee's individual qualifications are documented in their employee profile

BabtecQ offers you solutions that **reduce the administrative workload** here. For example, when you enter the employee data for the first time, you have the option to copy in personal data from the contact data that is already available for that Babtec user.

In addition, the **current level of qualification / development** that each of your employees possesses individually is evaluated using the employee profiles. You document the current level of competence that the employee has attained, in terms of the qualifications required. Relevant and significant statuses immediately indicate which qualifications are due to expire soon or which have not yet been issued with the proof that

is needed to satisfy requirements. Supervisors thus receive a fast comparison between the target and actual values for the required competencies.

Certificates and other **documents of proof** for skills and competencies that have been gained are also stored in the employee profiles.

You can ensure that your employees' data is secure and protected by using employee groups. These groups can be used to map out organizational structures such as **departments and teams**. This ensures that users can only access the profiles and data of employees that they are responsible for.

Identify and Leverage Potential

You should be aware of all of the skills that your employees have in order to be prepared to face **future challenges**. Therefore you should also take note of the skills that your employees have gained and for which proof has been fur-

nished, but which are not part of the stated required qualifications. You can document these so that they can be viewed clearly and easily in the employee profiles.

The screenshot shows the BabtecQ 'Qualification Matrix' interface. On the left, there is a filter panel with the following settings:

- SPR-ENG: >=, Business fluent
- NWS-PKW: Equal, Proof rendered
- BMI: Equal, Available
- ESTA: Equal, Available

The main area displays a list of 6 employees with their photos and details. The qualifications table below shows the status of various skills for each employee:

Employee	SPR-ENG	NWS-PKW	BMI	ESTA
Peter Mayer (Sales representative)	Business fluent	Proof rendered	Available	Available
Ryan Bergmann (Purchasing Manager)	Native speaker	Proof rendered	Available	Available
Michaela Seidel (Sales representative)	Fluent	Proof rendered	Available	Available
Rita Groß (Sales representative)	Business fluent	Proof rendered	Available	Available
Thomas Müller (Sales representative)	Business fluent	Proof rendered	Available	Available
Charles Monet (Sales director)	Fluent	Proof rendered	Available	Available

^ Potential analysis provides effective support in searching for employees that have a specific qualification level

The **additional qualifications** for the relevant employees are displayed in the Qualification Matrix. Equally, the proved skills are also useful when **searches for the right employee** for a specific position or role are conducted.

The search criteria in the potential analyses can be grouped together flexibly and combined as wished. Enter which qualifications are needed, at which skill level. In the meantime, you will receive **live feedback** on whether employees fit the current search criteria, and, if so, how many. The employees

that meet the criteria will be presented as a list. You can view their **individual competencies** using this list. If you've found the people you were looking for, you can access the profile of your chosen employee with a click to see more details.

If you want to use the same search criteria again later, you can simply save them as a template. Once entered, you can thus **re-use search criteria**. This is useful for finding suitable substitutes for important or urgent tasks quickly in the event of an unplanned absence, to give an example.

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At a Glance



- Supports requirements from standards, particularly those from the ISO 9001:2015 (7.2 Competence)
- Flexibly define company-specific qualifications and a range of proficiency levels for them to describe the required levels of competence, with or without validity periods
- Manage qualification profiles for mapping out requirement profiles, e.g., for job descriptions or roles
 - > including all qualifications that are needed to execute the required tasks
 - > as well as with the level of competence required
- Manage employee profiles to document the current qualification status for each employee using
 - > a unique employee number
 - > contact information (e.g., name, position, department, photo, telephone number, e-mail address)
 - > the qualifications required by the qualification profiles
 - > the present level of competence attained in each required qualification
 - > the expiry deadline for required qualifications which have a limited validity period
 - > status information for easy comparison of target vs. actual status
 - > additional qualifications
- Use existing BabtecQ user data to create employee profiles quickly and use contact data communally
- Assign qualification profiles and additional qualifications using a convenient wizard when you first set up the employee profiles
- Easy updates for the qualification statuses of selected employees, e.g., after a training activity
- Document proof of qualification activities in the employee profile and store as many other documents as you wish
- Clear Qualification Matrix to display the current qualification status for selected employees and to identify where training and further education is needed using relevant and significant status information
 - > create personalized settings for the matrix
 - > focus on relevant qualification statuses
 - > filter and sorting options for the employees displayed
 - > detailed information on all qualification statuses of an individual employee
 - > direct navigation to a selected employee profile
- Potential analysis so that the search for suitable employees who possesses the right qualifications are made easy with
 - > search criteria that can be combined as wished and saved for re-use
 - > live feedback on the number of employees that could potentially fulfill the role
 - > clear presentation of the employees found in an overview that includes their individual qualifications
 - > a report on the search results
 - > direct access to the employee's profile
- Map out responsibility remits (e.g., departments, teams) using employee groups and establish the responsible user who is allowed to access the employee data via the
 - > employee profiles
 - > Qualification Matrix
 - > potential analysis
- Create company-specific forms, reports and certificates (Babtec.RPT)



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