

## CASE STUDY



*“ 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, Innovation Manager

## Company profile

The company Continental was founded in Hanover in 1871 and has a number of achievements and is one of the most progressive innovators in the development and production of the automotive tires and in the automotive industry in general. The worldwide Continental Group employs more than 240,000 people in more than 60 countries.

The company Continental entered the Slovak market in 1998 as Automotive Systems Slovakia s.r.o., with its headquarters in Zvolen, focusing on the production of high-performance brake callipers and electronic parking brakes for leading automotive manufacturers worldwide. It employs more than 1,300 employees. It has a successful, rapidly expanding research and development centre, one of the largest of its kind in Slovakia. More than 200 engineers, specialists, are working on the application development of brake systems for future, new car models for world-known renowned manufacturers.

## Introduction

The company Continental employs more than 1,300 employees in many highly qualified jobs at its plant and research and development centre in Zvolen. The entire production process takes place on various production lines, which are further divided into individual production areas.

At the company Continental, a highly sophisticated system of qualifying employees in production positions is defined at a global level. Of course, this system is then applied and strictly adhered to in all production plants around the world, including the Slovak plant in Zvolen. For the company Continental, high qualification of the employees is a top priority - a qualified employee is a guarantee of a safe, accident-free working environment as well as high efficiency and quality during the entire production process. Therefore, it is important to obtain the necessary qualifications not only a one-time training, but it is a continuous process lasting for several months when the employees gradually study the necessary documentation and must obtain confirmation from their managers and thus full qualification too. But, at the same time, after obtaining a qualification, there must not be a case where the employee returns to a certain production site where he/she has not worked for more than 90 days. In this case, the employee must study the relevant documentation again.

The documentation necessary to obtain the required qualification is continuously updated and after each update it is necessary to study the documentation again so that the employee can maintain the required qualification so that he/she can perform the work correctly on the assigned production line. With such a large production process, it is difficult to keep the documentation up-to-date, and it is also necessary to ensure that each job position or production site has the required documentation clearly available. A complete record of what documentation is intended for a specific job position and production line has been kept in simple Excel tables until now. All



## Customer requirements

The basic requirements of the company Continental for the new LMS system can be summarized into two basic areas:

- 1 **General requirements**

The basic requirements for the new LMS system included the following:

  - integration with the SAP HR modules enabling transfer of user structures, including their classification, according to various criteria
  - option of manual extension and completion of user structures transferred from SAP and allowing the managers to include their subordinate workers into the work process
  - option of building an online multimedia catalogue of e-learning courses and scheduled dates for on-site training events
  - option of central records of medical competences required for different job positions and option of their inclusion in the conditions for obtaining qualifications
  
- 2 **Complete administration and management of employee qualifications**

The second main objective was the introduction of a system that would offer a comprehensive solution for the unbearable situation with documentation management and control of employee compliance with qualification requirements. The required LMS system had to be able to provide the following:

  - simple and clear allocation of qualification requirements for individual job positions according to the existing qualification matrix,
  - setting the conditions for obtaining qualifications exactly according to the customs at the company Continental,
  - simple control of the fulfilment and continuity of employee qualifications,
  - easy administration of qualifications in case of documentation updates so that the current documentation is studied by 100% of the staff,
  - integration with the IR readers at production sites - immediate check of qualification fulfilment when the worker is trying to register to his/her workplace and to prevent starting of machines in case of unfulfilled required qualification,
  - integration with kiosks in production halls so that the workers can complete the necessary qualifications at any time.

## iTutor LMS offered everything necessary

iTutor LMS from the company Kontis Slovakia, s.r.o. is a modular system and its configuration can be selected exactly according to customer requirements. With possible increasing demands on system functionality, this configuration can be easily extended at any time.

To meet the requirements of the company Continental Slovakia, the iTutor LMS basic configuration has been extended to include iTutor Medical Fitness and iTutor Qualifications.

## Easy integration with the SAP HR modules - a key prerequisite for the successful introduction of iTutor LMS

The integration of the SAP modules with iTutor LMS is common practice, so for a particular implementation it is enough to determine the objects and structures that should be transferred. At the company Continental Slovakia, the most important item is the transfer of employee structure. iTutor LMS allows users to assign to any tree structure where the individual branches can match different criteria. This feature has been used advantageously and the users are divided into groups, e.g. according to the organizational units, job positions, production lines, etc. The managers are also transferred to each group. The HR employees at the company Continental Slovakia thus completely eliminate the time-consuming administration of the user structure, which is entirely under the control of iTutor LMS.

## The managers can move their subordinate workers in the production process at any time, as necessary

The building-up of a user structure does not end with its transfer from the SAP HR modules. The administrators can expand this user structure at any time and in any way according to any criteria. In addition, they can allow the managers to redistribute their subordinate workers over the particular groups. So the managers can immediately respond to the current situation in the production process and move the worker to a group representing for example another production line. The assignment of the required qualifications and other study duties will take place immediately and automatically, based on the membership in the new group to which the worker has been transferred.

## The iTutor Catalogue module has brought new possibilities to the multimedia training catalogue

Using the iTutor Catalogue module, an extensive online catalogue of offered electronic and classroom courses has been created, where it is possible to publish

various areas of the catalogue to selected employees or groups, e.g. according to the qualification requirements related to the job positions.

Employees have the opportunity to view the public or personal offer of courses, including all the necessary information, they can easily find the required training, book a suitable date and continuously monitor the status of the approval procedure. The managers can use this catalogue to enrol their subordinate workers in groups for the scheduled training.

Moreover, thanks to iTutor Messenger, the employees are sent an invitation to their booked and approved training to the MS Outlook calendar.

### Central register of employees' medical fitness using the iTutor Medical Fitness module

Some job positions require a certain level of medical fitness. The workers in these positions must undergo a medical examination and on the basis of its results they can obtain the required competence. Thanks to the iTutor Medical Fitness module, it is possible to integrate this medical examination agenda under the new iTutor LMS training platform, and, of course, it is also linked to the qualifications.

### iTutor Qualifications – full automation of the qualification process management

#### Freedom in defining the qualification requirements

In fact, iTutor LMS allows to define any qualification conditions and these can be assigned to any user group. The qualification can be fulfilled by completing an e-learning/presence course, obtaining medical fitness, confirming the re-training from a manager or, of course, a combination of these conditions.

In production positions, the qualification process is very complex:

- first, the workers study the necessary documentation for the production line through e-learning courses,
- then they must receive a training certificate from their manager,
- after this confirmation, they get the qualification temporarily for 90 days, for which they work under the supervision of their managers,
- if during this “trial” period they also get their confirmation, they will acquire the necessary qualifications for the production site as a permanency;
- but it is necessary to check the continuity of staff qualifications for two reasons:
  - o there must not be a case where the employee returns to a certain production site where he/she has not worked for more than 90 days; in this case, the employee must study the relevant documentation again.

- similarly, if the documentation is updated, the employee must study it again within 14 days.

### Online check of qualification compliance

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 duties and qualifications are not fulfilled; the machines are blocked and cannot be started.

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

Thanks to iTutor LMS, the delays in the manufacturing process are virtually eliminated.



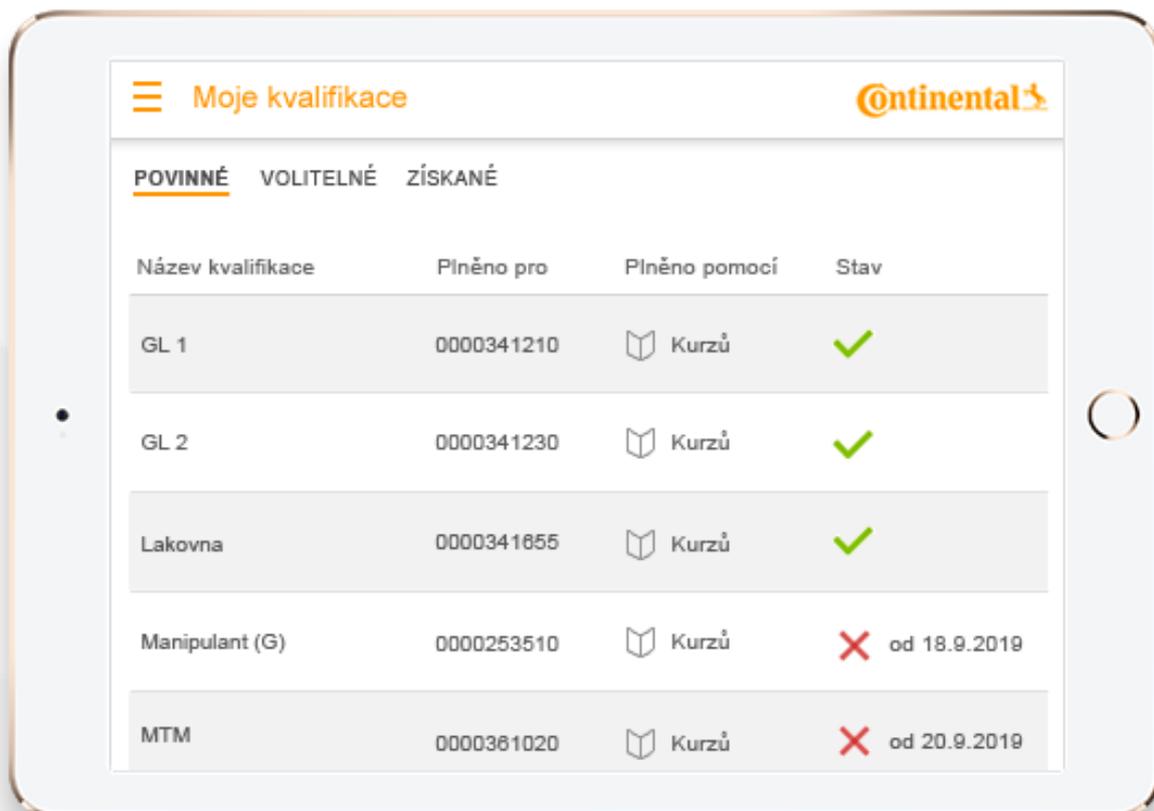
*Logging employee onto the production line and then displaying the status of the required qualifications*

## Summary and conclusion

By implementing the iTutor LMS platform, the company Kontis Slovakia, s.r.o. Continental Slovakia acquired a training portal that:

- 1 is intuitive, comfortable, fast and also directly accessible in the production halls thanks to online connection,

- 2 is integrated with the internal SAP HR modules to ensure daily transfer of the employee structure and other necessary information,
- 3 enables managers to immediately react to the situation in the production process and manually move their subordinate workers to the required positions,
- 4 provides a comprehensive online multimedia catalogue with great ease in ordering training activities and monitoring the approval process,
- 5 enables the central recording of required medical competencies of employees, linking them with qualifications,
- 6 brings completely new possibilities in the administration and management of employee qualifications, and, above all, eliminates the manual maintenance of their records,
- 7 prevents accidents and inefficient work in production positions - it enables online verification of the fulfilment of required qualifications by interconnecting the iTutor LMS training platform with the IR employee card readers at the production lines,
- 8 significantly saves time and money spent on the qualification of new and existing employees.



Moje kvalifikace		Continental	
<u>POVINNÉ</u>	VOLITELNÉ	ZÍSKANÉ	
Název kvalifikace	Plněno pro	Plněno pomocí	Stav
GL 1	0000341210	Kurzů	✓
GL 2	0000341230	Kurzů	✓
Lakovna	0000341855	Kurzů	✓
Manipulant (G)	0000253510	Kurzů	✗ od 18.9.2019
MTM	0000381020	Kurzů	✗ od 20.9.2019

*The employees can check the validity of the required qualifications at any time thanks to the intuitive LMS iTutor environment*

