

Sponsor Meeting Minutes #2

Date / Time 18th Jan 2018, 4.30pm to 6.00pm

Venue SMU Admin Building, Lvl 7

Attendees Taffy Joan, Jerlyn, Ms Janet Lim,

Agenda

1. Sign NDA
2. Review project proposal
3. Understand Data
4. Project scope
5. List of data
6. Administrative

S/N	Notes / Task	Action by	Follow up
1	<p>NDA signed</p> <ul style="list-style-type: none"> • 1 copy has been given to sponsor • 1 copy to be submitted to professor 	Jerlyn	Photocopy and submit original copy to Professor
2	<p>Review Project Proposal: The sponsor's current training is reactive, not proactive.</p> <ul style="list-style-type: none"> • The current system is unable to proactively retrieve employee's experience and training history to reduce possible overlap in training. <p>The sponsor wishes to understand how training has value added in the last 5 years (ROI: rates of return)</p> <p>There are 2 main business units:</p> <ul style="list-style-type: none"> • JTL (multi-customer) • EMOS (single customer) <p>There are 2 types of Operators:</p> <ul style="list-style-type: none"> • Loading/Unloading – Forklift • Packaging 	-	-
3	<p>Understand Data</p> <p>Location: refers to the division Department: Each division have multiple departments Category</p>		

Sponsor Meeting Minutes #2

	<ul style="list-style-type: none"> • Internal <ul style="list-style-type: none"> ○ IM: training for improvement ○ SF: training on safety ○ NW: training for new employees • Ex: External <p>Course title is closely related the training being internal or external. Long names tend to be activity specific</p> <p>Hours: tend to be fixed. This supports the point about how the current system is reactive but not proactive. Regardless if the worker has been previously trained, the trainer is still required to follow the standard training checklist.</p> <p>Internal or External is determined by the trainer not the venue.</p> <p>Provider field may be slightly different over the years. The team may email the sponsor to clarify on the mapping of input should any inconsistency arises.</p> <p>Training evaluation is rated by the trainee. This information is captured in hardcopy.</p> <p>Trainer Evaluation is rated by the trainer.</p> <p>Competency training:</p> <ul style="list-style-type: none"> • Undergoing (1) is not recorded since all records are of trainees who have completed the course • Competent (2) • Train others (3): super competent, qualified to train others. <p>Non-competency training:</p> <ul style="list-style-type: none"> • Awareness (A) <p>Competency field contains either (1), (2), (3). A</p> <p>Created date: the date that the trainer inputs this data</p>		
4	<p>Project Scope:</p> <ul style="list-style-type: none"> • Focus on Operators (70%) and Technicians • Analyze data from 2013 to 2017 <p>Analyze if:</p> <ul style="list-style-type: none"> • Training utilization by Department, Job, Training program. 		

Sponsor Meeting Minutes #2

	<p>Find out if technicians are undertrained or under reported. Sponsor would be able to advise upon the presentation of our findings.</p> <ul style="list-style-type: none"> • Compare between JLT and EMOS <ul style="list-style-type: none"> ○ Proportion to the total staff strength ○ New Hires ○ Department • Training Value: Question Training value of workers who have stayed in same job from 2013 to 2017. Stagnated workers can be identified from having consistent job details in part 5 years. 		
5	<p>List of Data</p> <ul style="list-style-type: none"> • Training Policy/Flow • Organizational chart • Functional chart • KPI, T&D scorecard • Headcount of JLT and EMOS: <ul style="list-style-type: none"> ○ Total ○ Operations ○ Technician 		
6	<p>Administrative</p> <p>The sponsor has requested to present this project to the company on the 3rd Week of March</p> <p>Sponsor is unavailable to meet on these dates:</p> <ul style="list-style-type: none"> • 5thFeb - 9th Feb • 26th Feb - 2nd Mar <p>The 3rd Company meeting is tentative scheduled on 31st January, Wednesday morning</p> <p>Meeting Minutes</p>	Jerlyn	<p>Set Exact Date</p> <p>Prepare meeting minutes</p>

Vetted by: