



Train, Mentor, Qualify (TMQ) Program results in annual savings in the millions

Energy company standardizes training and mentorship programs for operational improvements and reductions in HSE incidents and expenses

EXECUTIVE SUMMARY



An energy company faced high operator turnover, safety incidents, and related costs as a result of low operator confidence from an ineffective training program. Innovatia developed a Train, Mentor, Qualify (TMQ) program that standardized information and formalized the process in which operators were trained and qualified. The result was a reduction in operator turnover from 35% to the industry average of 15%, reduced HSE incidents, improved mentorship for on-the-job training, and an annual savings of \$1.08 million for the client.

THE BUSINESS PROBLEM



An energy client ran a facility with an outdated, ineffective training program for their operations and logistics teams. The client was experiencing a 35% turnover rate, which was 20% higher than the industry average of 15%. Exit interviews revealed the primary cause to be operators did not feel safe at the facility due to the lack of formal training. Despite offering above-average compensation, operators were opting to move to other organizations. The lack of formalized, consistent training was taking a toll not only in HR, but in HSE, and operational efficiency.

Elevated rates of incidents affect not only the operators but also production and workflow as machines are shut down, inspected, repaired, or potentially even replaced. There are also environmental implications with potential spills and leaks which further inflate the cost of incidents that could potentially have been avoided if the operators were more confident in their roles.

It was time to revamp the training program to ensure operational excellence and an improvement in the morale and safety of operators and logistics team members.

CHALLENGES



In terms of the training program itself, it was originally designed by supervisors who employed older training methods such as informal job shadowing. It lacked the efficacy modern modalities of adult learning can offer, including accountability for in-the-workflow training.

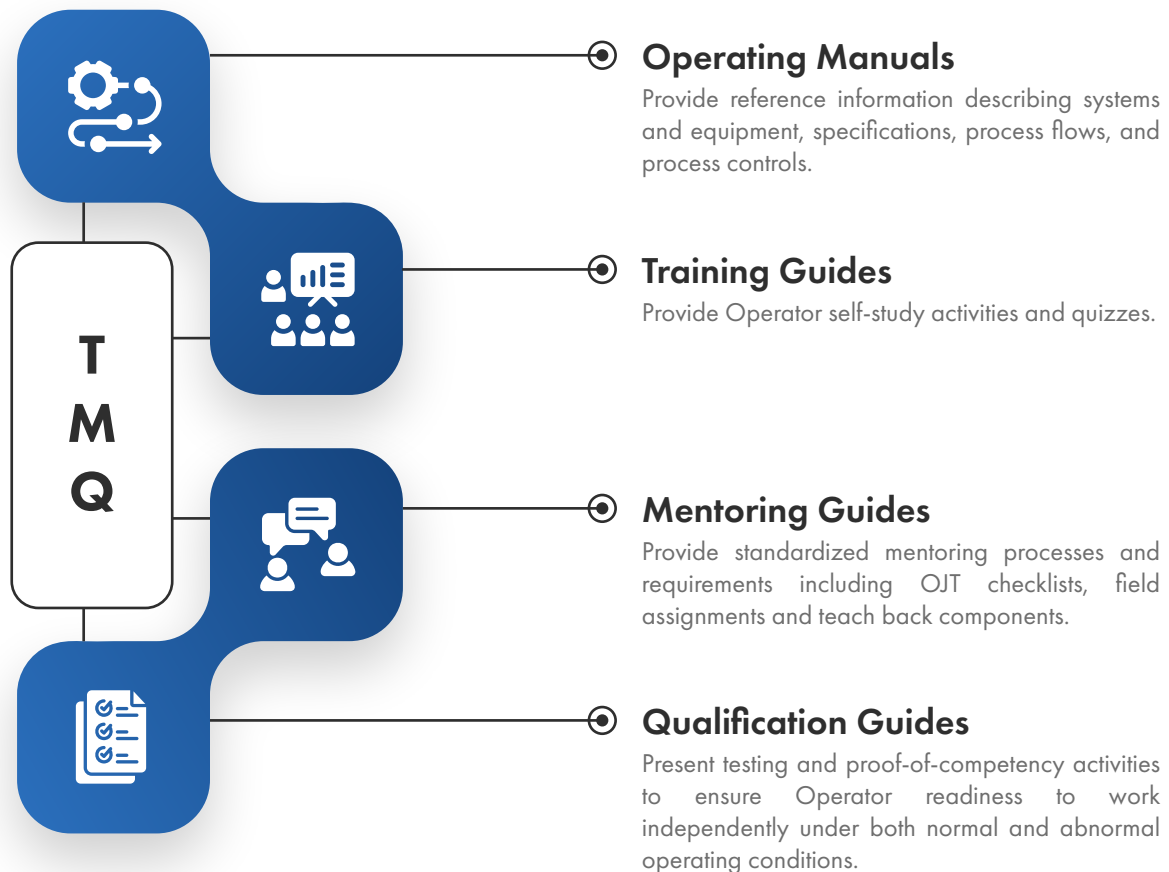
Consequently, it could take years for a new operator to reach the level of competency needed for their roles.

The client experienced an annual operator turnover average of 17. The average cost of turnover per employee in the oil and gas sector is 1.5 times their salary. At a 35% turnover rate, the company was spending around \$1.9 million per year.

OUR SOLUTION

Upon completion of training and content audits, Innovatia was able to present the client with recommendations and a road map of solutions and their implementation.

We introduced a Train, Mentor, Qualify (TMQ) program that established a standardized training program consisting of manuals and guides that included self-study components, quizzes, activities, guidelines, and a mentoring element.



By formalizing the mentorship program with specific assignments, guidelines, and activities, job shadowing was replaced with a more dedicated approach to on-the-job training. The introduction of activities for completion under the supervision of mentors improved accountability and qualification by testing trainees on their skills and attitudes and giving mentors direction based on the trainees' progress.

RESULTS AND IMPACT



Upon deployment of the new, formalized Train, Mentor, Qualify (TMQ) program, operators were qualified as competent within months versus years. There was a reduction in safety incidents occurring at the facility. As a result, fewer operators were absent, less equipment was out of commission for inspections, repair, or replacement, and operator turnover was reduced from 35% to the industry average of 15%. These outcomes translate into **\$1.08 million annual savings** from the reduction in operator turnover for the client.

The TMQ solution provided additional value in its scalability and reusability. It served as a road map for other sites, expanding its impact on time-to-competency, reduction in safety incidents, and cost savings to multiple locations. The trickle-down effect of fewer safety incidents also meant improved risk mitigation for environmental factors.

Innovatia is an end-to-end content solutions provider servicing clients looking to manage and overcome challenges with their content. For more than two decades, our experts have worked closely with client teams to help design transform, and manage their content with a view to driving business goals through knowledge and content solutions.

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