

# **HONEYWELL** **WORKFORCE** **EXCELLENCE**



**Honeywell**

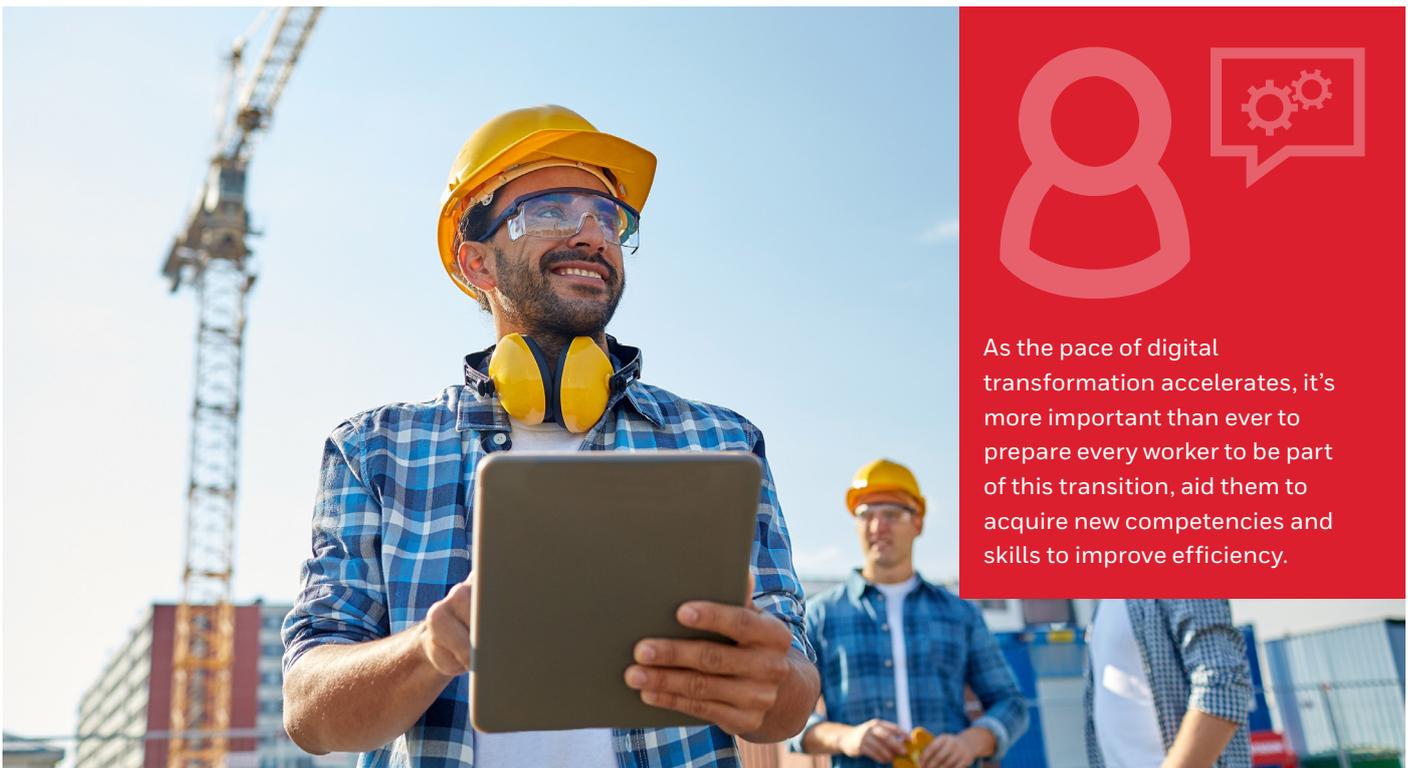
# BOOST WORKER PRODUCTIVITY, COMPETENCY AND TRANSFORM OPERATIONS

Industrial organizations are speeding towards their digital future. New possibilities for optimization, new business models, and a skilled, agile workforce are at the forefront of this change. But all change comes with challenges.

Across much of the globe, experienced personnel are retiring in record numbers. Elsewhere, nationalization programs are transforming the workforce. Everywhere, operations personnel need to build resilience, boost productivity and provide attractive careers for the next generation. Whether its demographic changes, competition or unexpected disruption, industrial sites need practical solutions to manage their human capital.

- **30%** percent of CEOs in the US cite workforce training as a top three critical area for collaboration with government in the coming years<sup>1</sup>.
- **94%** of employees globally say they would stay at a company longer if it invested in their learning and development<sup>2</sup>.
- **68%** of highly skilled workers speak positively about the impact intelligent technologies will have on their work<sup>3</sup>.

High performing companies of the future will focus on enabling their workforce to accomplish more with technology. They must foster new cultures that harness technology to enable people to constantly adapt and learn, create new solutions, drive change and disrupt the status quo.



As the pace of digital transformation accelerates, it's more important than ever to prepare every worker to be part of this transition, aid them to acquire new competencies and skills to improve efficiency.

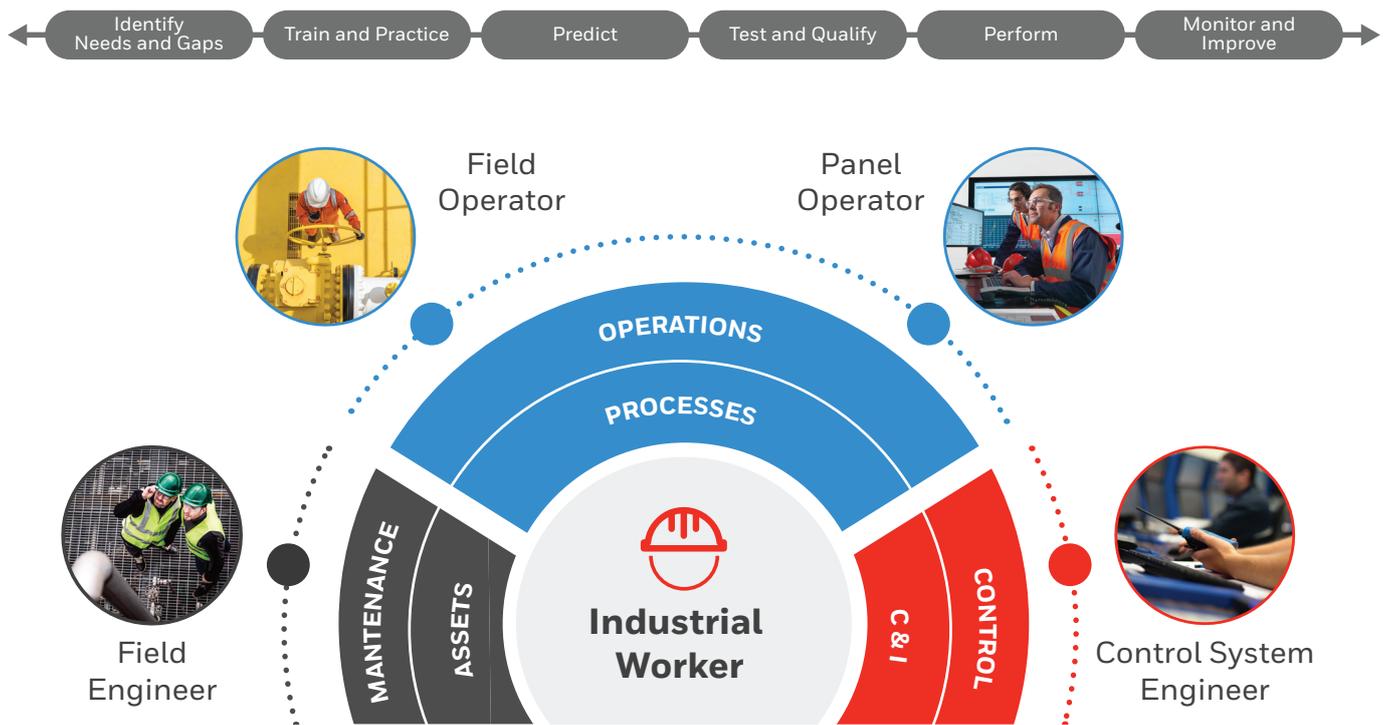


Fig 1: Improve worker productivity, competency & maximize production

## HONEYWELL WORKFORCE EXCELLENCE

Honeywell’s Workforce Excellence is a technology-enabled, role-based service program that boosts productivity and competency of the industrial workforce. It empowers each worker with insights and advice to make better decisions faster, work more effectively and help increase plant performance.

The program is built around your people and defined by your business. Our consultative process is role-based and results-driven, tailored to meet your specific objectives.

Honeywell draws on a broad portfolio of tools and training, tied together in a comprehensive program to deliver defined goals across Operations, Control and Maintenance. Workforce Excellence establishes continuous, robust and repeatable processes that drive performance and productivity across the enterprise. Our solutions will help your people work better, smarter, more efficiently and more safely.

## BENEFITS

Honeywell’s Workforce Excellence program delivers bottom-line benefits for manufacturing sites:

- **\$1.5M** production loss recovery due to workforce performance, 75% reduction in abnormal events and human errors in a typical mid-sized to large industrial facility
- **\$2M** operational cost savings, by optimizing operator productivity and training

costs in your journey to fully autonomous plant operation

- **\$1.3M** annual savings in productivity and head count savings for site maintenance
- **\$1M** annual savings on maintenance costs with improved equipment reliability

Estimations based results from mid-sized manufacturing site

<sup>1</sup>(Source: Deloitte Report)

<sup>2</sup>(Source: LinkedIn L&D report)

<sup>3</sup>(Source: Accenture report)

# A CYCLE OF EXCELLENCE: PROCESS OVERVIEW

Workforce Excellence delivers continuous, comprehensive programs. From assessment to analysis, we ensure competency and productivity programs are focused on driving performance, addressing gaps and continually learning from results. Each aspect of the program is designed to provide a better return from your investments in workforce development.

We also continually design, implement, monitor, analyze, adjust and refine the program to consistently drive up performance and meet business goals.

## TAILORED TO YOUR BUSINESS

Honeywell works with you to identify your business needs, existing training resources and gaps. Then, we structure a program to work with your capabilities through consultation or outsourcing. We'll take care of the end-to-end program, keeping you fully informed with regular updates and reports.

Honeywell also offers outcome-based program options, for cost-certainty and complete assurance. Customers can link contract and payment terms to the mutually agreed upon key performance indicators that match their business needs. Determine the reliability, maintenance savings or availability you want to see, and we'll provide the training, technology and interventions required to achieve it.

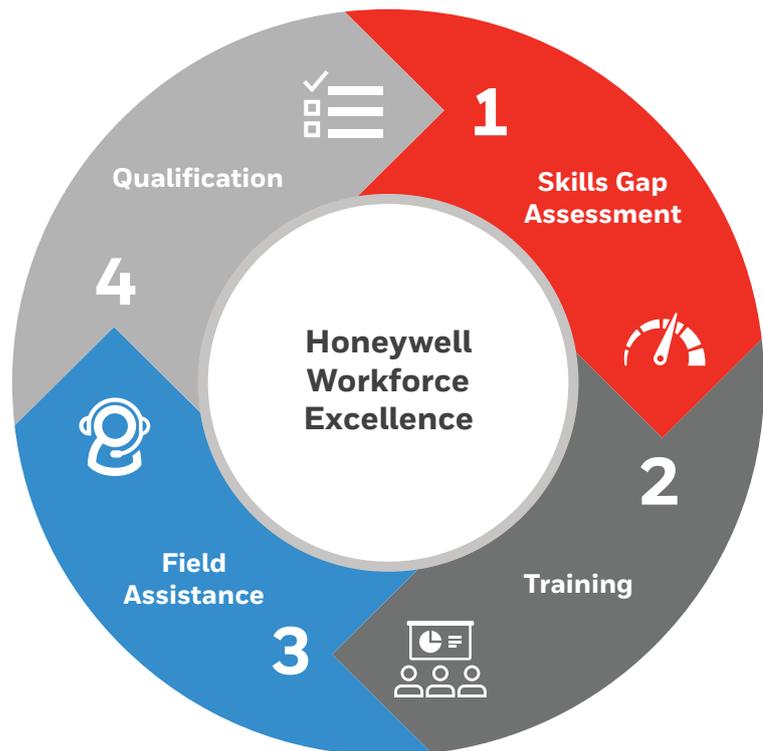


Fig 2: Our Approach

# OUR SOLUTIONS

Honeywell Workforce Excellence delivers perpetual, iterative and self-reinforcing training and support programs for continual improvement. We don't just implement courses and solutions; we offer a new way of developing your workforce day-in, day-out, from hiring to retiring.

In our closed-loop process, the learning never stops. It's a virtuous circle that fosters skills progression, professional development, improved productivity and enhanced compliance and safety:

- **Roles-based skills assessment** help identify gaps and determine competency levels and training needs
- **Training and hands-on practice** with our market-leading simulation and virtual and augmented reality solutions promote rapid development of key skills
- **Support and remote assistance** help get recruits safely in the field faster and promote productivity and skills development on the job
- **Qualification and analysis** help define skill levels and feed into an ongoing role-based skills assessment.

## ASSESSING SKILLS GAPS AND TRAINING NEEDS

Every organization's training needs are unique. That's why Honeywell tailors' programs focused on roles that identify and address the key skills required by each worker to perform effectively and realize the business's goals.

For a more objective approach and added insights, we supplement traditional self-assessment and supervisor reviews with data analysis of on-the-job performance to identify gaps in knowledge and skills. Drawing value from your plant data, Honeywell pinpoints the tasks where trainees

and experienced workers need interventions and craft programs to deliver better and faster results.

## TRAINING AND PRACTICE: LEARNING BY DOING

Expert trainers and advanced learning tools combine to offer a cost-effective solution to accelerate competencies. These could be in the form of traditional classroom-based teaching, on-site or at the Honeywell Academy; to hands-on practice and assessments in the form of simulation and sand-box solutions.

With options for Cloud-hosted training modules and e-learning solutions, Honeywell provides opportunities for workers to learn where and when it's convenient. Remote solutions can eliminate travel and time away from work, providing a more efficient and effective training program.

Honeywell's Immersive Competency solutions, meanwhile, are delivered using a virtual reality environment that simulates actual assets viewed through a headset device. Field personnel such as maintenance technicians and engineers can practice tasks and procedures safely in the virtual environment.

In our Immersive Field Simulator (IFS) these technologies are coupled with the Process Training Simulator (PTS) to provide a virtual replica of the physical plant and control system. Field and panel operators can practice and train together collaboratively on different plant operations and safety scenarios in a virtual and safe simulated environment.

## FIELD ASSISTANCE

Our mobility solutions provide data, document and workflow visualization



Fig 4: Experts can manage activities remotely and safely in the virtual environment.

on demand and in the field. They can capture knowledge and best practices and spread it across the operation, with applications to provide workers with the help they need, when they need it.

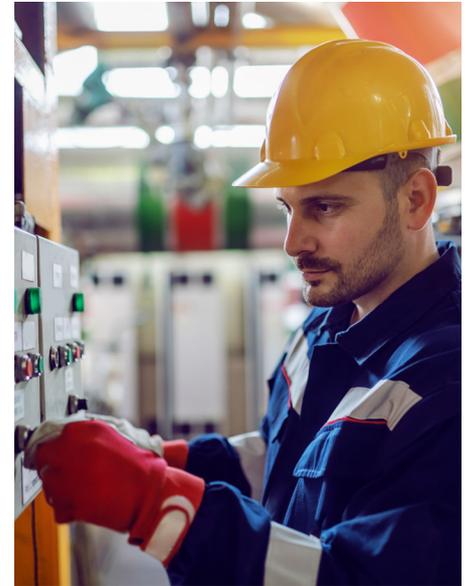
Mobile workers get access to relevant information from control and safety systems, historians and even enterprise resource planning systems for essential context, insight and guidance to do their jobs better and faster.

### **QUALIFICATION AND ANALYSIS**

With Honeywell's Workforce Excellence, assessment is hands-on and focused on skills, as well as knowledge. Gap analysis identifies the skills required for each role. We then provide training and practice as needed prior to candidates undergoing a rigorous assessment to demonstrate their skill level.

Each assessment involves expert evaluation against objective and defined role-based competency criteria. Certification (provided for those working with Honeywell technology) or qualification (on third-party systems or devices) is valid for three years, ensuring an up-to-date assessment of skills.

Assessments feed into in-depth analytics, combining with other available data to provide insights for optimizing the hiring process and mapping resources to more effectively deploy available personnel. We provide you with visibility of your human resources to make the best use of every person. Intelligence from analysis also continually feeds into assessment of skills gaps and training requirements.



*Fig 5: Analyze competency and behavior insights by linking operational data to workers actions.*

# **CONTINUOUS SUPPORT**

Honeywell understands that when you make an investment, you have expectations and objectives behind that investment. Our program and tools ensure you get the best from your investments in workforce development, accelerating acquisition of proficiencies to boost profits and reduce risks from safety concerns.

Worldwide, premium support services, delivered by our network of experts, help customers improve and extend the use of their applications and the benefits they deliver, ultimately maintaining, safeguarding and enhancing their operations.



# WHY HONEYWELL?

Honeywell's Workforce Excellence program is built on decades of worker's experiences using integrated control and safety systems. Honeywell has incorporated this experience into state-of-the-art competency-based offerings that improve workforce performance.

Honeywell offer worldwide coverage and local support, with experts on every continent ready to help develop and deliver solutions for a skilled workforce and safe, reliable, profitable operations. Let us work with you to develop a continuous process of training, testing, and assessment to persistently drive up performance and ensure we're always learning.

Talk to Honeywell today about how we can develop the workforce for a smarter future.



## For More Information

To learn more about Honeywell Workforce Excellence, visit [Honeywellprocess.com](https://www.honeywellprocess.com) or contact your Honeywell account manager.

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THE  
FUTURE  
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WHAT  
WE  
MAKE IT

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