

Technical Inspection Services (TIS) - Competency Training Program

Moody International has committed to developing and releasing a series of training courses that will improve the integrity and quality of service provided to our clients. Such continual improvement is pivotal to any quality-based service organization.

In 2008, Moody completed a worldwide series of successful Project Coordinator (PC) charter training programs. A similar program is now currently being released targeted to the Technical Specialists (TS) group. Classroom-based training sessions have already taken place in the USA, Egypt, UK, and Norway. The contents of the Technical Specialist charter training program specifically address the Moody International processes, the corporate standards to which Technical Specialists are expected to adhere as a minimum, and the quality of service expectations within the organization.



Attendees during the recent TS charter training in the UAE:

Front Row (Left to Right):

Jason Pereira (Ops Mgr, MI Qatar), Hussain Al-Atrakchi (Regional Director, Middle East Region), Vedyappan Pandu (Technical Specialist, MI UAE), Gopal Rao (Project Manager, MI UAE), Tariq Ahmad (Technical Specialist, MI UAE), Madhavan Sadagopan (Regional Technical Manager / Regional Business Unit Manager, ME Region)

Back Row (Left to Right):

Maxwell Salins (Technical Specialist, MI UAE), Sreekumar Nair (Technical Specialist, MI UAE), Vadivel Kaliyannan (Technical Specialist, MI UAE), Alex Panicker (Technical Specialist, MI UAE), Sunil Kumar Garimidi (Technical Specialist, MI UAE),

Edgardo Atienza (Technical Specialist, MI Qatar), Muhammad Waqas (Technical Specialist, MI Pakistan)

For a global organization aspiring to maintain the status of 'technical service provider of choice', this charter training reinforces the importance of the consistency, quality, timeliness and relationship management (both internally and externally) in all that Moody International does to meet, and hopefully exceed, client expectations.

Moody International is convinced that this investment in training not only improves our capabilities, but also has a positive impact on the overall motivation of our employees. Both the PC and the TS charter training courses send out a uniform message:

- the importance of adhering to identical and consistent work processes
- understanding what is expected from each one of us on a daily basis
- being consistent in our approach to reporting

E-Learning

With one of the largest number of Technical Specialists in the industry, it would be impossible to invite all to attend classroom training. Therefore, in April 2009, Moody will launch an 'e-learning' solution that will allow all personnel to receive the training online.

Technical Specialists Competency Training Program

The TIS Business Unit group within Moody is currently developing a formal competency program, the objectives of which are to:

- Provide a mechanism for training and familiarization of existing and new generations of Technical Specialist and support resources;
- Develop and improve the breadth of knowledge of the less-experienced existing inspectors; and,

- Enable Technical Specialists to develop capabilities and prove competency in a range of technical disciplines and services lines, whether required explicitly by certain key accounts, accreditation bodies or local market opportunities.

This program consists of three stages:

Stage 1: Discipline Validation Assessment (DVA): to measure and validate the current state of knowledge held by Moody Technical Specialist and by technical discipline

Stage 2: Delivery of 'development' training for Technical Specialists identified as requiring 'top up' training to achieve the minimum level defined in the DVA

Stage 3: Improvement training (on-line and classroom based course programs) to improve the knowledge and competence of inspectors in the various technical disciplines.

These assessments will soon be available online. More information to come in future issues of [Milestones](#) (Moody International's newsletter).