



D A M S T R A

Using the
VQUAL Matrix

Safety



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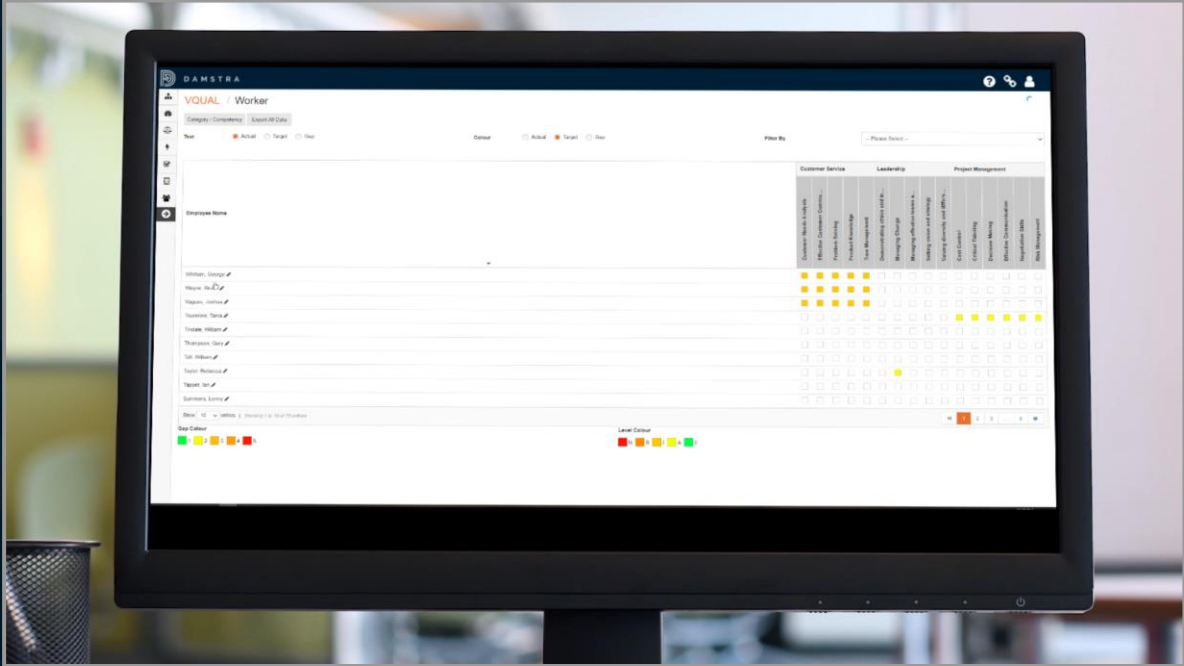
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Using the VQUAL Matrix

Introduction

VQUAL is an optional module for Damstra Safety which allows you to track and view via a matrix the Competency of your Employees and Contractors against predefined targets.

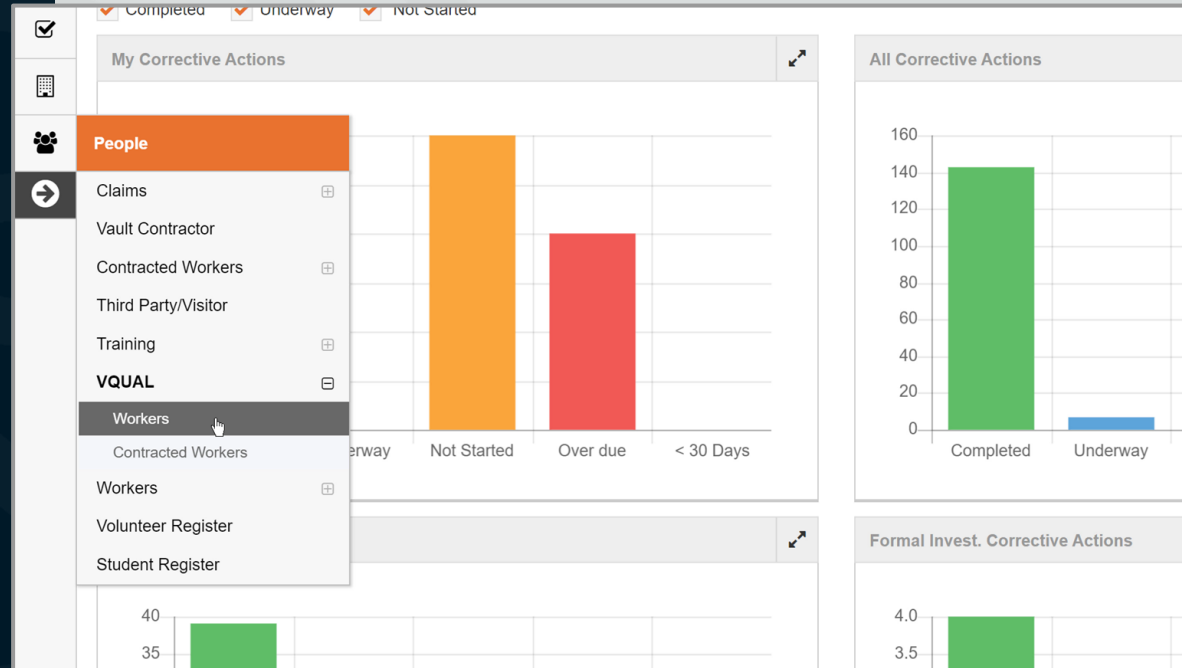
In this video, we'll explain how to filter, interpret and update the data available within the VQUAL Matrix.



Using the VQUAL Matrix

Accessing the VQUAL Matrix

The VQUAL Matrix can be found under *People* in the *Menu Bar*, and can be launched with respect to either *Workers* or *Contracted Workers*, noting that both function identically.



Using the VQUAL Matrix User Interface

The VQUAL Matrix is divided into the following parts:

- Filters and display options at the top
- Competencies listed in columns and grouped by Category
- Workers listed in rows
- and status indicators where people and Competencies intersect

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Using the VQUAL Matrix

Selecting Competencies

Click the Category / Competency button to determine which Competencies you would like to consider in the display.

Select or deselect individual Competencies using the check-boxes either by scrolling the entire list, or by selecting a parent Category in the drop-down.

Once the required Competencies are selected, click Save to apply the selection to the current view.

The screenshot displays the VQUAL Matrix application interface. The main window is titled 'VQUAL / Worker' and features a sidebar with navigation icons. The main content area shows a list of employees with their names and a 'Category / Competency' button. A modal dialog box titled 'Select Category / Competency' is open, showing a list of categories and competencies. The 'Categories' dropdown is set to 'All'. The list of categories includes Warehousing, Customer Service, Leadership, and Project Management. The list of competencies includes Load Handling, Equipment Checking and Maintenance, Handling Stock, Problem Solving, Customer Needs Analysis, Product Knowledge, Time Management, Effective Customer Communication, Managing effective teams and work groups, Valuing diversity and difference, Demonstrating ethics and integrity, and Setting vision and strategy. The 'Save' button is highlighted in orange. The background shows a grid of competency levels for various roles, with a 'Filter By' dropdown and a 'Gap Colour' legend at the bottom.

Using the VQUAL Matrix Filtering People

Control over which People are displayed is available via the 'Filter By' drop-down.

To view all Workers, **select** 'Worker'. To view a particular individual, **enter** their name into the 'Worker' smart search field.

The screenshot displays the VQUAL / Worker interface. At the top, there's a header with the DAMSTRA logo and navigation icons. Below the header, the title 'VQUAL / Worker' is shown. A sidebar on the left contains various icons for navigation. The main area features a 'Filter By' dropdown menu set to 'Worker', with a search field below it containing 'William Tindale'. Below the search field, a table lists workers, with 'Tindale, William' selected. The table has columns for 'Customer Service', 'Leadership', 'Project Management', and 'Warehousing'. Each column contains a list of competencies with corresponding level indicators (A, B, C, D, E). At the bottom, there are legends for 'Gap Colour' and 'Level Colour'.

Employee Name

Tindale, William

Show 10 entries | Showing 1 to 1 of 1 entries

Gap Colour

Level Colour

Help

Using the VQUAL Matrix

Filtering People cont.

To view a particular Department, Shift, or Position, make the appropriate selection, then narrow down to the particular subset you're interested in. For this example, we'll narrow down to Workers that hold a Position of Customer Services Representative.

Upon selection, the table is narrowed down to only those Workers who hold the selected position.

The screenshot shows the VQUAL / Worker interface. The 'Filter By' dropdown is set to 'Position' and 'Customer Services Representative'. The table displays four workers: Whillam, George; Wayne, Bruce; Vagues, Joshua; and Thompson, Gary. The table is filtered to show only those workers who hold the selected position.

Employee Name	Customer Service			Leadership			Project Management			Warehousing									
	Customer Needs Analysis	Effective Customer Commu...	Problem Solving	Product Knowledge	Time Management	Demonstrating ethics and in...	Managing Change	Managing effective teams 2...	Setting vision and strategy	Valuing diversity and differe...	Cost Control	Critical Thinking	Decision Making	Effective Communication	Negotiation Skills	Risk Management	Equipment Checking and M...	Handling Stock	Load Handling
Whillam, George	A	I	A	I	I														
Wayne, Bruce	I	I	A	I	I														
Vagues, Joshua	I	I	A	I	I														
Thompson, Gary	A	I	A	I	I														

Gap Colour: 1 (Green), 2 (Yellow), 3 (Orange), 4 (Red), 5 (Dark Red)

Level Colour: N (Red), O (Orange), I (Yellow), A (Green), E (Dark Green)

Using the VQUAL Matrix Text Representation

With the required combination of Competencies and People set, we now need to determine what data we would like to see in the table - the Target Competency, Actual Competency, or the gap between the two.

Two of these three data points can be represented simultaneously - one by text and the other by colour, in the space where each person and Competency intersects.

At the top of the Matrix, **select** which data point you'd like to be represented by text. For example, if 'Actual' is selected, then each person's Actual Competency rating is represented by a letter or number, as per the scheme selected by your Organisation in Settings.

DAMSTRA

VQUAL / Worker

Category / Competency Export All Data

Text Actual Target Gap

Colour Actual Target Gap

Filter By Position Customer Services Representative

Employee Name	Customer Service		Leadership		Project Management				Warehousing										
	Customer Needs Analysis	Effective Customer Commu...	Problem Solving	Product Knowledge	Time Management	Demonstrating ethics and in...	Managing Change	Managing effective teams 2...	Setting vision and strategy	Valuing diversity and differe...	Cost Control	Critical Thinking	Decision Making	Effective Communication	Negotiation Skills	Risk Management	Equipment Checking and M...	Handling Stock	Load Handling
Whitlam, George	A	I	A	I	I														
Wayne, Bruce	I	I	I	A	I														
Vagues, Joshua	I	I	I	A	I														
Thompson, Gary	A	I	A	I	I														

Show 10 entities Showing 1 to 4 of 4 entries

Gap Colour 1 2 3 4 5

Level Colour N O I A E

Help

Using the VQUAL Matrix Colour Representation

Next, **select** which data point you'd like to be represented by colour.

For example, if '*Target*' is selected, each person's Target Competency rating is represented by a colour as per the scheme selected by your Organisation.

A key for the selected schemes is shown at the bottom of the screen.

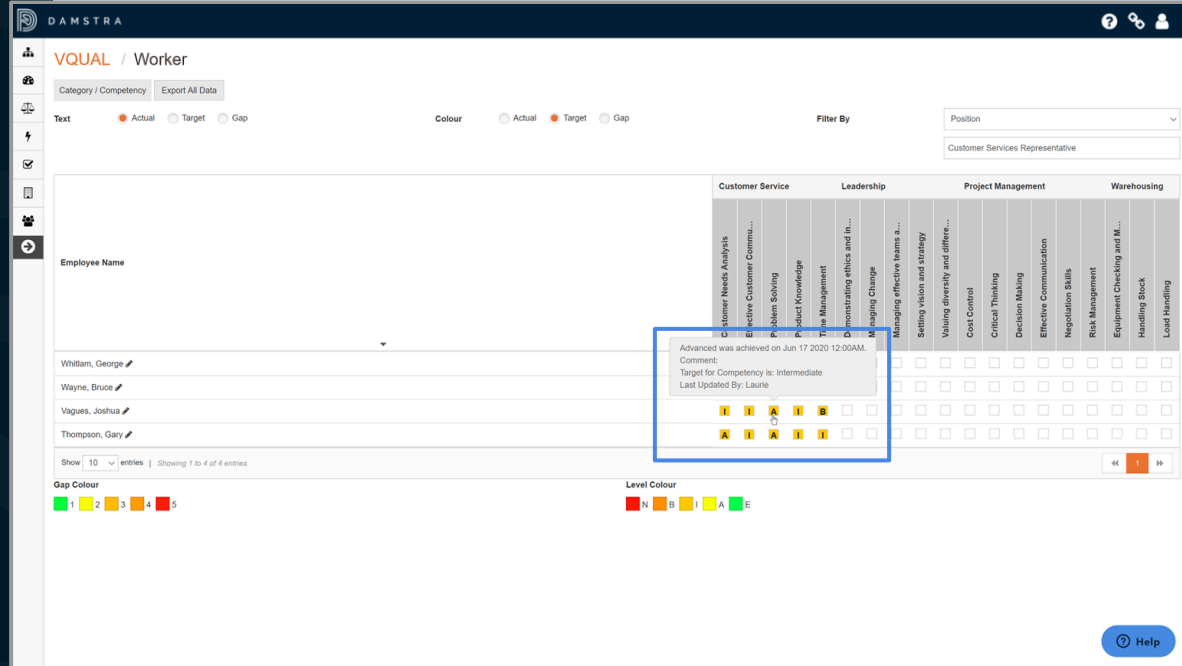
The screenshot displays the VQUAL / Worker interface. At the top, there's a header with the DAMSTRA logo and navigation icons. Below the header, the title 'VQUAL / Worker' is shown, followed by buttons for 'Category / Competency' and 'Export All Data'. A 'Text' section has radio buttons for 'Actual', 'Target', and 'Gap', with 'Target' selected. A 'Colour' section has radio buttons for 'Actual', 'Target', and 'Gap', with 'Target' selected. A 'Filter By' dropdown is set to 'Position', with 'Customer Services Representative' selected. The main table lists employees: Whillam, George; Wayne, Bruce; Vagues, Joshua; and Thompson, Gary. The table has columns for various competencies: Customer Service, Leadership, Project Management, and Warehousing. Each competency column contains a grid of colored squares representing ratings. A blue box highlights the 'Target' column for the first four employees. At the bottom, a 'Gap Colour' legend shows a sequence of colored squares (green, yellow, orange, red, green, red). A 'Level Colour' legend shows a sequence of colored squares (red, orange, yellow, green, blue, red).

Employee Name	Customer Service	Leadership	Project Management	Warehousing
Whillam, George	A	I	A	I
Wayne, Bruce	I	I	A	I
Vagues, Joshua	I	I	A	I
Thompson, Gary	A	I	A	I

Using the VQUAL Matrix Interpreting Data

In this example, we can see that for the Competency *Problem Solving*, Joshua Vague's Actual Competency Level is Advanced, versus a Target of Intermediate.

This is also stated in plain language when **hovering** over the intersecting square. Furthermore, the date that the current Actual Level was achieved is displayed, along with the name of the Person who recorded the change.

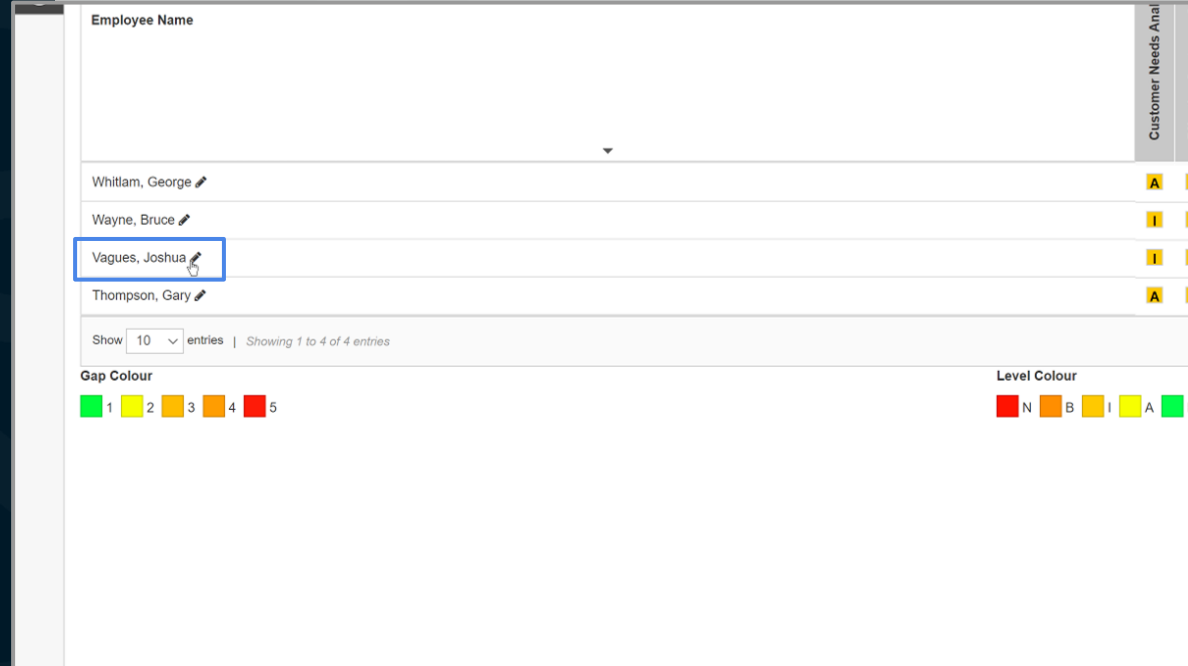


Using the VQUAL Matrix

Setting Targets

Targets are automatically set via the Worker's Position, but can be manually overridden for a particular Worker via the VQUAL Matrix.

To do this, **locate** the Person whose targets you'd like to set in the Matrix and **click** the  (edit) icon.



Employee Name

Whitlam, George		A
Wayne, Bruce		I
Vagues, Joshua		I
Thompson, Gary		A

Show 10 entries | Showing 1 to 4 of 4 entries

Gap Colour

1 2 3 4 5

Level Colour

N B I A

Using the VQUAL Matrix Setting Targets cont.

In the table that appears, for each Competency, any existing positional targets are shown in the '*Position Level*' column, and can be set or overridden in the '*Individual Level*' column.

In this example, this Worker currently has a target of Intermediate for the Competency 'Customer Needs Analysis' as this is the required Level for the Worker's Position. To override this for the currently selected Worker, **select** the new required value from the drop-down.

Repeat this for any other Competencies where an individual target is required, and **click** 'Save & Close'. The change in targets is immediately reflected into the VQUAL Matrix.

Set Individual Target

NOTE:
* Select the "Individual Level" cell for a Competency to edit the competency level.
* The Positional Level is not editable in this window.

Competency	Position level	Individual Level
Cost Control		
Critical Thinking		
Customer Needs Analysis	Intermediate	Advanced
Decision Making		
Demonstrating ethics and integrity		
Effective Communication		
Effective Customer Communication	Intermediate	
Equipment Checking and Maintenance		
Handlino Stock		

Save & Close

Using the VQUAL Matrix

Setting Actual Levels

An individual's Actual Level of a particular Competency is automatically updated when the outcome of a successfully completed Training Course is recorded to the Worker's record.

In addition to this, Actual Levels can be manually managed to support the scenario where an individual is observed as demonstrating a particular Level outside of completing a Training Course.

To do this, **locate** the intersecting square for the individual and Competency involved and **click** it.

Select 'Set Gained Competency Level' from the popup,

The screenshot displays the DAMSTRA VQUAL / Worker interface. The main area is a matrix with workers listed on the left and various competencies on the top. A popup menu is open over the matrix, showing two options: 'Set Individual Target' and 'Set Gained Competency Level'. The 'Set Gained Competency Level' option is highlighted with a blue border. The matrix shows levels for each worker across different competencies, with colors indicating the level (e.g., green for 1, yellow for 2, orange for 3, red for 4, and blue for 5). The competencies listed include Customer Service, Leadership, Project Management, and Warehousing. The workers listed include Whitlam, George; Wayne, Bruce; Vagues, Joshua; Tourenne, Tania; Tisdale, William; Thompson, Gary; Tell, William; Taylor, Rebecca; Tapper, Ian; and Summers, Lenny.

Worker	Customer Service	Leadership	Project Management	Warehousing
Whitlam, George	A	A	A	A
Wayne, Bruce	I	I	A	I
Vagues, Joshua	I	I	A	I
Tourenne, Tania				
Tisdale, William				
Thompson, Gary	A	I	A	I
Tell, William	A	E	A	E
Taylor, Rebecca				
Tapper, Ian				
Summers, Lenny				

Using the VQUAL Matrix Setting Actual Levels cont.

Click the **checkbox** to activate the form.

Select the Worker's current Competency Level, optionally add a related comment, and **select** the date and time when this Level was achieved. Then, **click Save**.

The VQUAL Matrix is immediately updated, and the added detail can be observed by hovering over the intersecting square.

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Using the VQUAL Matrix Gap Values

The shortfall between Actual and Target Competency Levels is calculated into a 'Gap' value, which can be conveyed by text or colour. In this example, we'll select *colour*.

In the example shown here, Joshua Vagues has a target for the Competency 'Time Management' of 'Intermediate', however he has only achieved a Level of 'Beginner'. Intermediate is one Level away from beginner, so we have a gap value of '1' which is conveyed under this scheme by the colour green.

