



ENGINEERS
AUSTRALIA



Optimising Outcomes with Workforce Management

Hosted by: Quality in Engineering Panel
(Sydney Division)

Learn why optimisation of an organisation’s workforce is vital to its delivery, financial and people outcomes; and how quality management systems can be supported by new workforce management methods.

4pm (AEDT) | Thursday, 29 October 2020

Webinar Only

Engineers and Management Consultants are interested in improving outcomes for organisations, their clients, and for end users. Quality management systems help an organisation to identify objectives and requirements, and determine the processes and resources required to achieve desired results.

Let’s take a closer look at the ‘people’ resources:

“People are essential resources within the organization. The performance of the organisation is dependent upon how people behave within the system in which they work.”
[AS/NZS ISO 9000:2016 s2.2.5.2 People]

“The organization shall determine and provide the persons necessary for the effective implementation of its quality management system and for the operation and control of its processes.”
[AS/NZS ISO 9001:2016 s7.1.2 People]

Human effort is an organisation’s most precious resource. However...

TICKETS (incl. GST)

EA Members & Students:	FREE
IMC Members:	FREE
Non-Members:	FREE

PRESENTED BY

Brendyn Williams

Principal Consultant, Pentagon Management
Systems and Assurance Advisor, Cardno
Quality Management Lecturer, Western Sydney University

Alex James

CEO, RESRODEL
Project Leader ISO 30409 Workforce Allocation

CPD HOURS

1.0

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HR, Finance and Operations often have differing needs and perspectives on workforce planning and workforce allocation, leading to poor delivery, low utilisation, ineffectiveness and stress – there is a blind spot!

A working scenario will be used to present the justification for reframing workforce management, by explaining;

- The relevance of current and emerging standards
- 3 types of effort – demand, capacity and allocation
- A new way of understanding your workforce with the Effort Management Theorem
- 3 core workforce outcomes and 5 unrealised opportunities
- How to drive accountability by reporting at all levels
- 9 recommended interventions that will optimise your workforce
- New research - using workload to predict wellbeing

This new appreciation of workforce management will improve an organisation’s systems and it’s outcomes for people, finance and delivery to clients.

Management of ‘professional’ workforces requires specific considerations that include;

Competence <ul style="list-style-type: none"> • Knowledge • Skill • Behaviour 	Ability <ul style="list-style-type: none"> • Competence • Capability • Capacity 	Continuing Professional Development (CPD)
Qualifications Membership Certification (or Chartered) Registration	Dimensions of Professionalism <ul style="list-style-type: none"> • Ethics • Competence • (Practise) Performance 	Suitably qualified and experienced person

Employers, clients and the community rely on the ‘professionalism’ of Engineers and Management Consultants. Their expectation of trust and confidence must be serviced by a ‘standard of care’.



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Introducing your presenters for the webinar

Brendyn Williams FIEAust CPEng EngExec FIMC MIMC

Principal Consultant, Pentagon Management Pty Ltd



Brendyn is a Chartered Professional Engineer and Certified Management Consultant.

For over 25 years (since 1995), Brendyn has been leading and managing the design, development, implementation, audit and improvement of business process management systems for engineering organisations and infrastructure projects.

Brendyn is currently the Principal Consultant for Pentagon Management (since 2001); the Systems and Assurance Advisor for Cardno; a Casual Lecturer in Quality Management for the School of Built Environment at Western Sydney University; and a participating member of several Standards Australia Technical Committees representing both Engineers Australia and the Institute of Management Consultants.

Alex James MIEAust MIMC

CEO, RESRODEL



Alex is a Professional Engineer and Management Consultant, with 30 years' experience in construction, consulting engineering, project and business case management. Over that time his frustration with the carnage of poor 'resource management' drove him to better understand this enigma and resulted in his creation of the 'Effort Management Theorem'.

Alex is a participating member of Standards Australia Technical Committee MB-009 Human Resources Committee, representing the Institute of Management Consultants. Alex represents Australia in international Standards Development in ISO/TC 260 Human Resources Committee for which he is the Working Group Project Leader and contributor to the development of ISO 30434 'Workforce Allocation'.

Alex is the founder and CEO of RESRODEL (the resource role model), a startup that provides workforce management tools and analysis.