



Case Study by CET Global Pte Ltd

Title

Job Redesign for Adjustment to Company's Automation

Problem Statement

Company A sees the need to transform their traditional business operational model to support their business expansion plan. As part of the transformation, Company A hopes to leverage on technology to increase efficiency and productivity, hence have embarked on Job Redesign for the Operation Team.

Sector/Industry of the Company

Manufacturing/ Logistics

Approach for the project

Adopting a Business-Fit: Job-Fit: Employee-Fit (BJE) approach that align with the redesigned job to business strategies, the jobs roles of the Operation Team are mapped with new work structure and requirements. Deliverable of the project includes revised Job Descriptions with expanded accountabilities and new job skills, and enhanced Job Purpose to reflect how the new role is aligned to business needs.

As the Operation Team comprises of mainly the senior workers, who are more resistant to learning new skills and less adaptable to the new work processes, a series of coaching sessions are conducted to the management to guide their employees in adjusting to the new job functions.

Benefits derived/outcomes achieved

With new skills required for the redesigned roles, the job size of the Operation Team has increased and enlarged. Employees become motivated in the coaching process and have eventually adjusted to the redesigned job functions. Company A's employee engagement and job satisfaction has also improved through the project.