

# Leonardo Project

## QualiProSecondHand

**A guideline for the development of new  
qualification opportunities**

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## What kind of guideline was developed?

The guideline is an analytical tool to identify the existing need for qualification in the different relevant working processes and the respective tasks and the corresponding competencies with the focus on the development of new possibilities of qualification.

## General explanations

- The guideline was developed for the use of enterprises of the Second-Hand sector and their employees. (but also networks, co-operations, associations or institutions for further training can use it to identify the need of qualification of the employees).
- The guideline empowers them to analyse the existing need of qualification by themselves.
- The enterprises have the possibility to identify deficits in the working process by an easy way and can eliminate them by qualifying their employees.
- The guideline was created in the form, that different core working processes and tasks / competencies can be analysed separately, because not all identified core working processes in the Second-Hand sector are relevant in each enterprise.
- It was set a high value on an easy handling of the instrument to avoid mistakes by using it

## Structure of the guideline

### 1. Evaluation questionnaire

- Nine separate questionnaire that refer to the main core working processes which have been identified within the framework of the project analysis.
- Each questionnaire can be answered separate or in all. It depends on the business field of the enterprise as well as on the working processes and tasks which are occur in the enterprise. So the survey can carry out demand-oriented and selectively.
- Form: It is a quantitative survey with a rating scale.
- The questionnaires allow the development of the needs of qualification profiles.
- Subordinated working tasks and competencies/skills that play no role in the working process of the enterprise can be excluded by an review with zero.

## **The nine core working processes to which the data of the needs of qualification can be collected:**

1. Management/administration of all business processes
2. Acquisition of goods/customers
3. Organisation of goods receipt
4. Purchase and receipt of goods
5. Storage of goods
6. Sale of goods
7. Transport of goods
8. Dismantling and disposing of used electrical appliance/furniture
9. Cleaning and repairing of goods

<b>Storage of goods</b>					
Indicator / criteria	0 = not relevant 1 = be not true 2 = be partly true 3 = be predominant true 4 = be totally true				
	<b>0</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>
<b>Sorting of goods</b> You are able to sort the goods by internal categories (e.g. product groups)					
<b>Transport of goods</b> You know how to transport the goods in the storehouse					
<b>Placing goods in storage</b> You are able to place the goods on the right place in the storehouse					
<b>Placing goods at the disposal</b> You are able to allocate the goods for sale					
<b>Preparation of goods for dispatch</b> You are able to prepare the goods for dispatch (e.g. to pack the goods, to address and to prepay them)					
<b>Special knowledge about storage</b> You know the safety regulations, the system of the storehouse, the internal categories and the different possibilities to store the goods					
<b>Use of PC</b> You are able to use the general computer programs to document the goods and to find them in the storehouse					
<b>Licence to use a fork lift</b> You have a valid licence to use a fork lift					
<b>Preparation of documentation papers</b> You are able to fill out documentation papers					

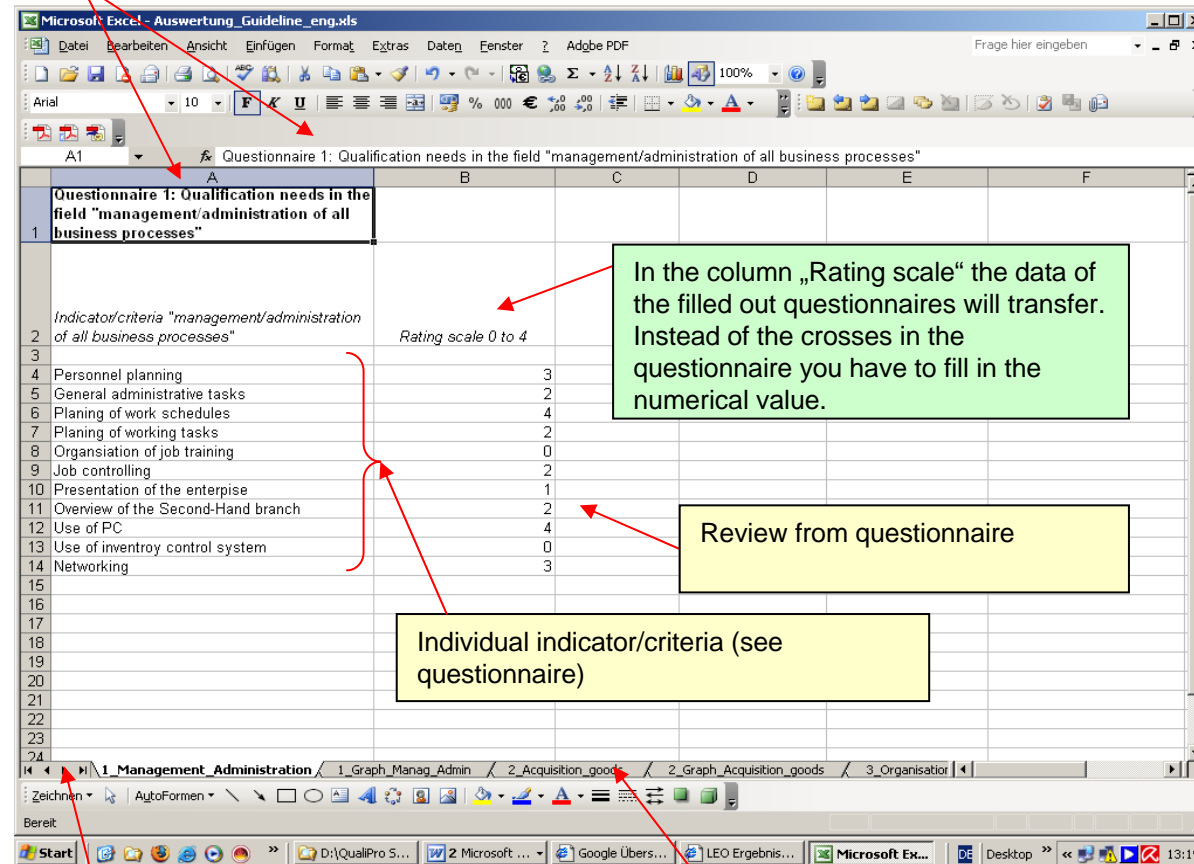
## Structure of the guideline

### 2. Instrument to analyse the questionnaire

- It is an separate Excel file
- It includes analogical to the nine questionnaires nine register
- In each register are the criteria, that are evaluated in the questionnaires are listed
- Analogous to each register has been created a data sheet with the graphical presentation of the results of each questionnaire
- The graphical presentation of the results is done automatically by the transfer of the data from the questionnaire in the tabs (register sheets)
- The graphics reflect according the different core working processes the qualification profile of the surveyed person.
- The graphics enable to identify know-how and qualification gaps with a quick glance

# Structure of the analysis tool :

Core working process (according to the individual questionnaires)



The screenshot shows an Excel spreadsheet titled "Auswertung\_Guideline\_eng.xls". The spreadsheet contains the following data:

Indicator/criteria "management/administration of all business processes"	Rating scale 0 to 4
Personnel planning	3
General administrative tasks	2
Planing of work schedules	4
Planing of working tasks	2
Organsiation of job training	0
Job controlling	2
Presentation of the enterpise	1
Overview of the Second-Hand branch	2
Use of PC	4
Use of inventroy control system	0
Networking	3

Annotations in the image include:

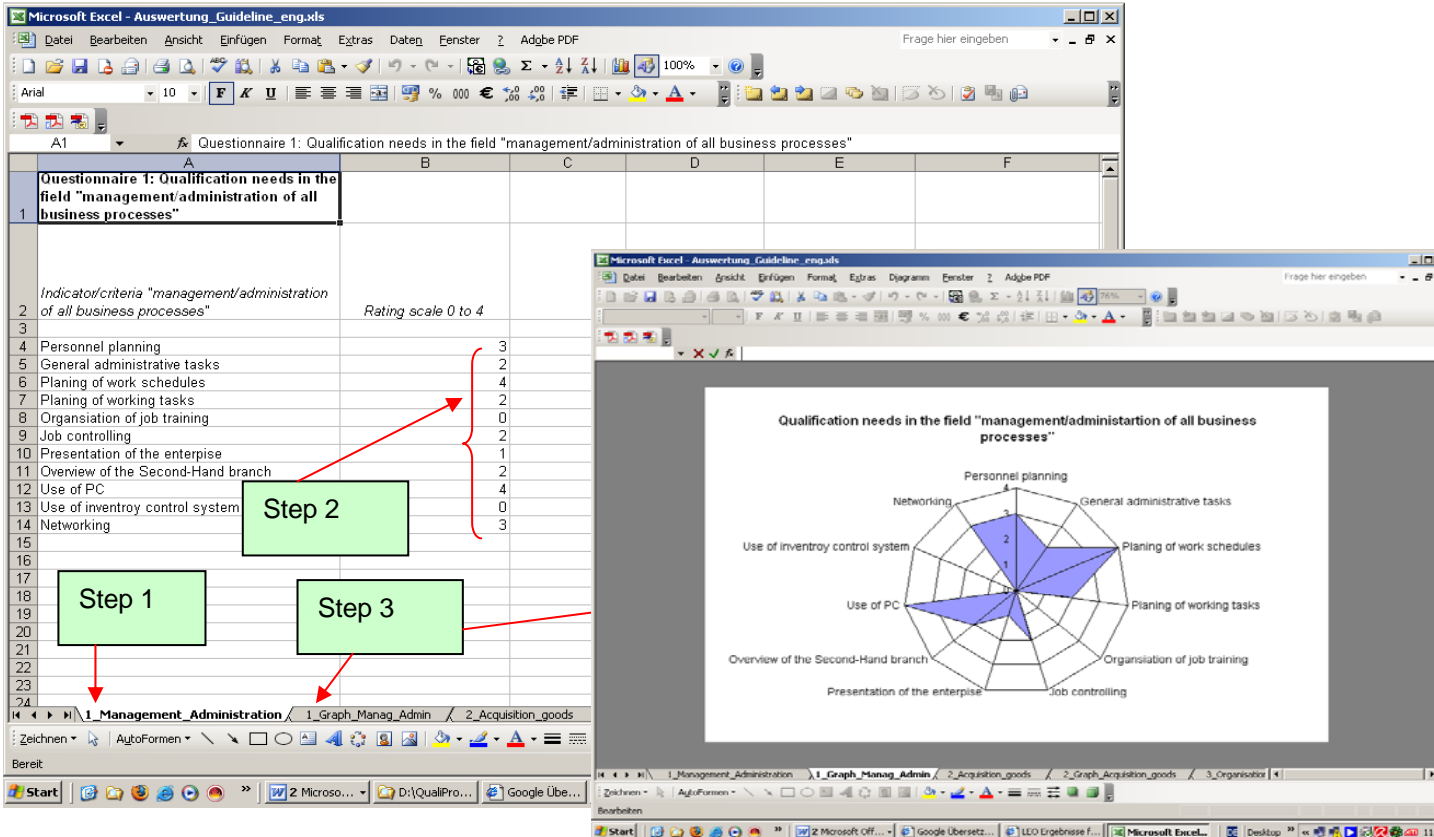
- A yellow box at the top left: "Core working process (according to the individual questionnaires)" with arrows pointing to the spreadsheet header and the list of indicators.
- A green box on the right: "In the column „Rating scale“ the data of the filled out questionnaires will transfer. Instead of the crosses in the questionnaire you have to fill in the numerical value." with an arrow pointing to the rating column.
- A yellow box at the bottom right: "Review from questionnaire" with an arrow pointing to the rating values.
- A yellow box at the bottom center: "Individual indicator/criteria (see questionnaire)" with an arrow pointing to the list of indicators.
- A yellow box at the bottom left: "By clicking on the register band the register 1 to 9 (with correspond to the questionnaires) can be assessed" with an arrow pointing to the register tabs at the bottom.
- A yellow box at the bottom right: "Register band: Register 1 to 9 to transfer the data and register 1 to 9 of the respectively Figure of results. For opening click the register." with an arrow pointing to the register tabs.

By clicking on the register band the register 1 to 9 (with correspond to the questionnaires) can be assessed

Register band: Register 1 to 9 to transfer the data and register 1 to 9 of the respectively Figure of results. For opening click the register.



## The working steps:



**Questionnaire 1: Qualification needs in the field "management/administration of all business processes"**

Indicator/criteria "management/administration of all business processes"	Rating scale 0 to 4
Personnel planning	3
General administrative tasks	2
Planning of work schedules	4
Planning of working tasks	2
Organisation of job training	0
Job controlling	2
Presentation of the enterprise	1
Overview of the Second-Hand branch	2
Use of PC	4
Use of inventory control system	0
Networking	3

**Step 1:** Clicking on the register according to the questionnaire  
**Step 2:** Transferring data as a numerical value from the questionnaire into the Excel table  
**Step 3:** Clicking on the respective graphic in the register band to see the results

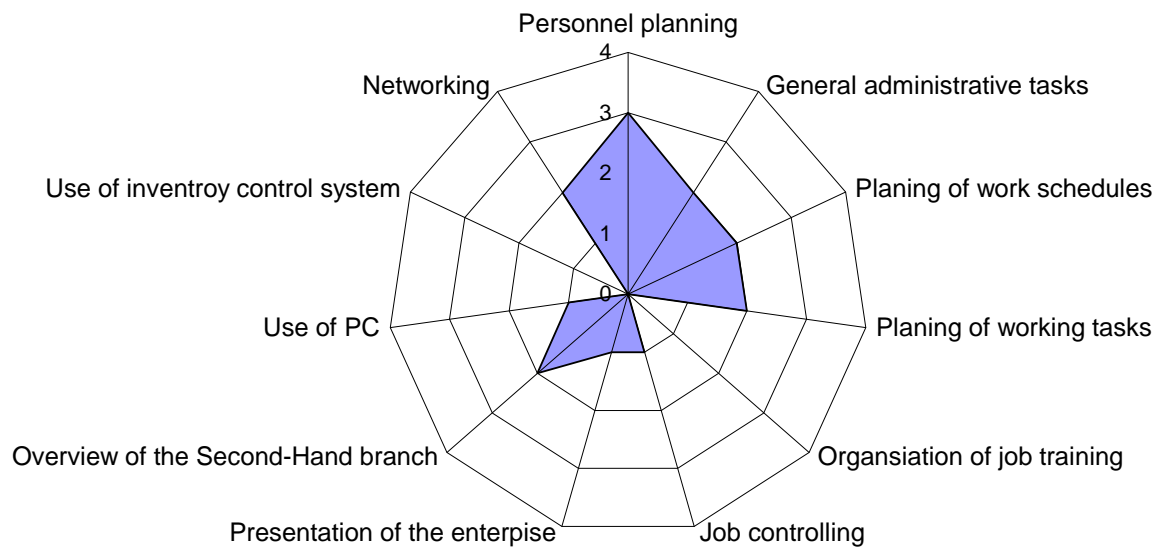
**Qualification needs in the field "management/administration of all business processes"**

- Step 1:** Clicking on the register according to the questionnaire
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## Analysis of the survey results

### Case 1

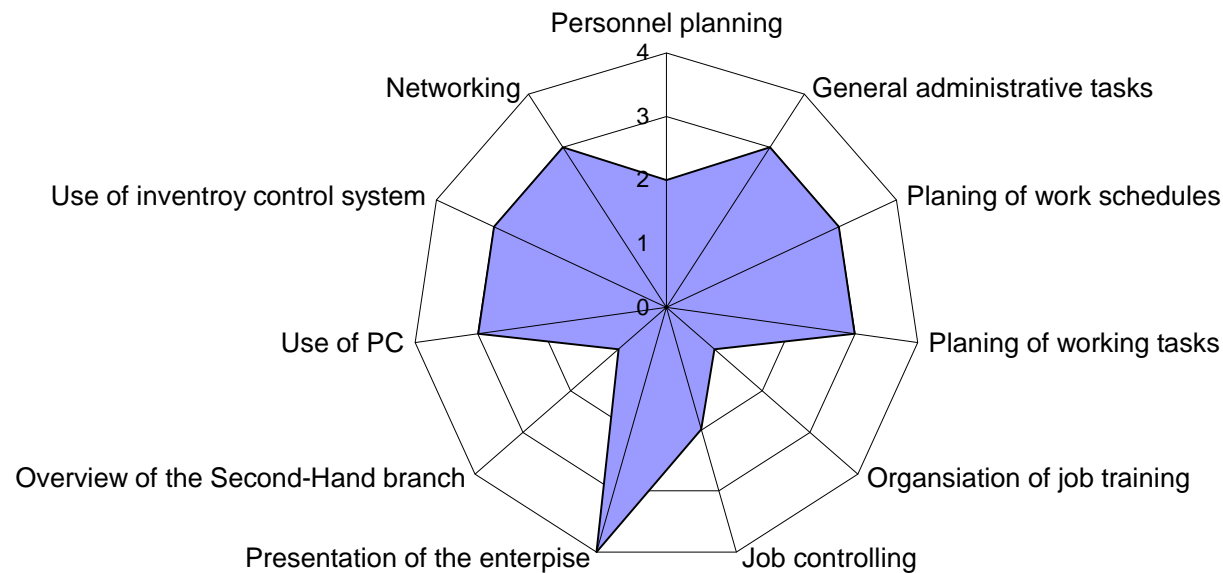
Qualification needs in the field "management/administration of all business processes"



Is the profile filled out less or maximum up to 50%, a complete qualification to this core working process is recommended.

Case 2

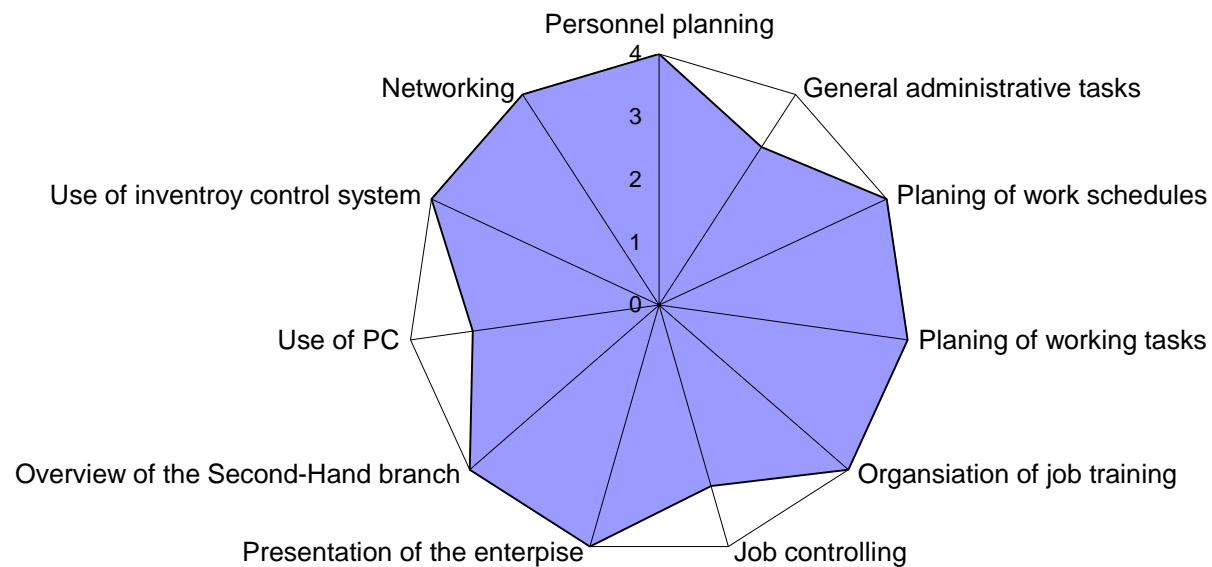
Qualification needs in the field "management/administration of all business processes"



Is the profile filled out 50% to 75%, a qualification can be necessary. It depends on the pike. In this case a qualification is mostly necessary for single tasks.

Case 3

Qualification needs in the field "management/administration of all business processes"



Is the profile filled out more than 75%, a qualification is not necessary. Maybe you can improve some tasks.