

Towards a Competence Management Approach Based on Continuous Improvement

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Abstract : Nowadays, the reflection on competence management is the basic for new competitive strategies. It is considered as the core of the problems of the global supply chain. It interacts a variety of actors: information, physical and activities flows, etc. Even though competence management is seen as the key factor for any business success, the existing approaches demonstrate the deficiencies and limitations of the competence concept. This research has two objectives: The first is to make a contribution by focusing on the development of a competence approach, based on continuous improvement. It allows the enterprise to spot key competencies, mobilize them in order to serve its strategic objectives and to develop future competencies. The second is to propose a method to evaluate the level of Collective Competence. The approach was confirmed through an application carried out at an automotive company.

Keywords : competence, competencies' approach, competence management, continuous improvement, collective competence level, performance indicator

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