



Connector Skills-Matching Tool

The Canadian Supply Chain Sector Council's Connector tool provides information to users about supply chain occupations. Its assessments – in seven industry-knowledge skill areas and six essential skills – then enable users to compare their skills with what's required to do the jobs that interest them. It generates a customized learning plan and activities users can do to improve their skills. Finally, Connector links people to information about education and training available across Canada to further build skills where gaps were identified.

This case study looks at one way that Connector has been put to use in a Canadian workplace.

Case Study: Metro Supply Chain Group

The Challenge?

Like most supply chain service providers, Metro Supply Chain Group makes use of advanced technologies, and continually updates those technologies to improve efficiencies. Employees must be tech-savvy and adaptable. Finding people with the necessary technical skills is especially difficult for warehouse roles that are still often seen as requiring little more than manual dexterity. Nowadays at Metro, warehouse workers need to be able to operate both material-handling equipment and computers, have essential skills in reading, document use and teamwork, and be willing and able to acquire new skills and knowledge.

Metro Supply Chain Group's Solution

Connector's competency-building activities and links to resources are key benefits of the tool in Metro's efforts to address warehouse employees' learning needs.

"The learning is at a pace that facilitates employees getting their job done but also having the time to develop in their role and for potential future roles within the company," says Daniel Smedo, VP of Operations – Quebec. "This user-friendly tool opens a dialogue between employee and manager to discuss the employee's gaps in learning and building the required support."

