

Q&A with Jay Bahlis, CEO of BNH Expert Software Inc. and their Training Management System that helps Organizations Improve Training Efficiency by Uncovering Misalignment between Training and Operational Requirements



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CEOCFO: *Mr. Bahlis, your site indicates, “Intelligence for Making Savvy Training Decisions”. How does BNH Expert Software Inc. help its clients?*

Mr. Bahlis: We built a software system called ADVISOR Enterprise, it is a training management system where all training related information can be stored; from operational requirements, such as what tasks individuals need to perform, to how we are going to train them. ADVISOR conducts a number of analysis to showcase these relationships in a different perspective. For example, one of the deficiencies or inefficiencies that many of our clients have, is the misalignment between operational requirements and training programs. Although training may have been aligned with operational requirements at one point, over time many things including missions, goals, systems, jobs, policies and so forth change, and if training is not continually realigned with operational requirements – misalignment will occur. By uncovering misalignment between training and operational requirements, organizations will be much better positioned to improve training efficiency.

“Once organizations recognize the reasons behind training inefficiencies and how they can be resolved, they become far more receptive to ADVISOR Enterprise.” - Jay Bahlis

CEOCFO: *How does a company start with ADVISOR Enterprise? What would they put into the system to get the desired results?*

Mr. Bahlis: They typically start with operational requirements or business missions/goals. In other words, what they are trying to achieve. This leads to the types of jobs that they need to have, and what competencies these individuals need to do their job. Everything else flows from there. Once we identify missions/goals, we can identify the tasks needed to achieve these goals, as well as the knowledge and skills needed by each individual to achieve their goals. The next step is to align the training requirements of each job/position with existing courses to identify gaps, and ensure that individuals are taking the right training at the right time.

CEOCFO: *How can you help a company bridge the gap between theory and reality?*

Mr. Bahlis: The reality is, in most cases organizations are not starting with a clean slate. Courses already exist that are loosely aligned with operational needs; and the task of defining operational requirements and mapping to training programs may appear overwhelming. We simplify this process by focusing on areas or streams that could benefit most from such an analysis – for example, areas where management believes individuals’ performance is sub-standard, is too