

## STANDARD AERO CUSTOMER ACCOUNT LEADER

Facilitated by Mike Stuhldreier and Gene Semchych

March 17th and 24th, 2010

### DACUM Skill Rating Scale

1 - Can perform some parts of this skill satisfactorily but requires assistance and/or supervision to perform the entire skill.

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**DEMONSTRATE LEADERSHIP SKILLS**  
A

Portray a positive image (Internal/External) A1	Value continuous improvement A2	Demonstrate proactive behaviour A3	Demonstrate innovation skills A4	Act as an advocate for internal and external clients A5	Demonstrate a commitment to excellence A6
1   2   3   4	1   2   3   4	1   2   3   4	1   2   3   4	1   2   3   4	1   2   3   4
Influence company instructions, company policies (CI and CP) A7	Demonstrate creative thinking A8	Practice decision making A9	Demonstrate accountability A10	Adapt to change A11	Influence others A12
1   2   3   4	1   2   3   4	1   2   3   4	1   2   3   4	1   2   3   4	1   2   3   4
Demonstrate mentorship skills (Empowering others) A13	Act as a role model A14	Create measures of performance (MOPS) A15	Demonstrate integrated thinking (seeing the big picture; thinking holistically) A16		
1   2   3   4	1   2   3   4	1   2   3   4	1   2   3   4		

**COMMUNICATE**  
B

Demonstrate active listening skills B1	Ask clarifying questions B2	Use clear and concise language (oral and written) B3	Use language appropriate to the audience B4	Summarize conversations in writing B5	Use technical language B6
1   2   3   4	1   2   3   4	1   2   3   4	1   2   3   4	1   2   3   4	1   2   3   4
Interpret legal documents B7	Interpret technical documents B8	Judge appropriateness of the message for distribution (internal / external; filter message) B9	Select appropriate media for message/ audience B10	Demonstrate presentation skills B11	Write legal, technical, and business documents B12
1   2   3   4	1   2   3   4	1   2   3   4	1   2   3   4	1   2   3   4	1   2   3   4
Prepare for and lead meetings B13	Interpret verbal and non-verbal cues B14	Demonstrate telephone and email etiquette B15			
1   2   3   4	1   2   3   4	1   2   3   4			

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**DEMONSTRATE  
COMPUTER SKILLS  
C**

Use Microsoft Office products C1	Use MS Project C2	Use SQL databases C3	Use Standard Aero menu (SA MENU) C4	Use SAL Portal C5	Use internal team site C6
1   2   3   4	1   2   3   4	1   2   3   4	1   2   3   4	1   2   3   4	1   2   3   4
Use external secure Web sites (OEM, Customer, Vendor, etc.) C7	Apply Internet research skills C8	Use electronic technical documentation (EMS) C9	Use Adobe Acrobat C10	Use imaging software C11	Manage electronic files/documents C12
1   2   3   4	1   2   3   4	1   2   3   4	1   2   3   4	1   2   3   4	1   2   3   4
Adapt to changes in technology C13					
1   2   3   4					

**DEMONSTRATE  
PROFESSIONALISM  
D**

Demonstrate integrity D1	Act within the scope of responsibility/autonomy D2	Demonstrate teamwork skills D3	Demonstrate initiative D4	Demonstrate ethical behaviour D5	Value life-long learning D6
1   2   3   4	1   2   3   4	1   2   3   4	1   2   3   4	1   2   3   4	1   2   3   4
Demonstrate self-management skills (time, workload, etc.) D7	Demonstrate respect for others D8	Manage stress D9	Adhere to company policies and procedures D10	Adhere to workplace expectations for dress and deportment D11	Practice control of personal body language D12
1   2   3   4	1   2   3   4	1   2   3   4	1   2   3   4	1   2   3   4	1   2   3   4

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<b>DEMONSTRATE PERSONAL and INTER- PERSONAL SKILLS E</b>
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Demonstrate coaching skills E1	Build relationships (External / internal) E2	Demonstrate assertiveness E3	Demonstrate cultural sensitivity and awareness E4	Demonstrate patience E5	Demonstrate negotiation skills E6
1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4
Practice tact E7	Demonstrate empathy E8	Influence others to complete tasks E9	Resolve conflict E10	Invite participation and feedback from others (being receptive and open to others) E11	Present constructive criticism E12
1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4
Demonstrate situational awareness E13	Value the importance of giving positive feedback E14	Value work-life balance E15			
1 2 3 4	1 2 3 4	1 2 3 4			

<b>MANAGE PROJECTS F</b>
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Identify available resources F1	Apply basic project management principles F2	Define scope F3	Develop timelines F4	Develop budgets F5	Evaluate risk F6
1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4
Analyze cost-benefit F7	Design strategies to mitigate risk F8	Identify risk F9	Identify stakeholders F10	Identify deliverables F11	Develop presentations / reports F12
1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4
Influence buy-in F13	Initiate sign-off procedures F14	Manage budgets F15	Apply the 7 steps of continuous improvement (SA) F16		
1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4		

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MANAGE ACCOUNTS  
G

Demonstrate product knowledge G1	Adhere to laws, regulations and policies G2	Apply analytical skills G3	Apply problem solving skills G4	Practice sound business judgement G5	Recall information G6
1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4
Defend decisions G7	Monitor works in progress (WIP) G8	Identify potential opportunities G9	Synthesize client expectations with company capabilities G10	Cultivate client loyalty (external / internal) G11	Value customer sensibilities (anticipating customer reactions) G12
1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4
Report on measures of performance (MOPs) G13	Adhere to customer-specific requirements G14	Integrate customer-specific requirements into an Operator Build Standard (OBS) G15	Integrate customer-specific requirements into a Detailed Work Instruction (DWI) G16	Determine that all requirements of Cycle Zero are met G17	Manage customer visits G18
1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4

MANAGE CUSTOMER CONCERNS  
H

Verify Customer Concern H1	Determine internal ownership of Customer Concern H2	Create a plan for resolving Customer Concern H3	Justify resolution (internally or to customer) H4	Propose rationale for adjusting policy (good will, warranty, etc.) H5	Coordinate OEM warranty H6
1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4
Identify cost associated with resolving Customer Concern H7	Identify impacts of Customer Concern resolution on other areas H8				
1 2 3 4	1 2 3 4				

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**MANAGE FINANCES**  
I

Propose annual pricing I1	Forecast sales I2	Optimize the profit margin I3	Influence costs I4	Create cost estimates I5	Justify price/cost revisions to client I6
1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4
Negotiate a compromise with client for cost over-runs I7	Determine estimate to invoice variance (EIVA) I8	Evaluate cost over-runs I9	Create final invoice I10	Evaluate customer financial capacity I11	Analyze trends I12
1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4
Propose sales strategies I13	Create pricing options for client (transactional, customer specific) I14	Validate inventory cost I15			
1 2 3 4	1 2 3 4	1 2 3 4			

**MANAGE TIME**  
J

Practice organizational skills J1	Set priorities J2	Manage priorities J3	Manage time on task J4	Respond to an ever changing work environment J5	Use time management tools J6
1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4
Ask for assistance when required J7					
1 2 3 4					

**MANAGE ASSETS**  
K

Plan to meet forecast demands K1	Compare SA inventory to meet customer needs K2	Explain anticipated future demands internally K3	Evaluate customer consignment inventory K4	Organize customer consignment inventory K5	Report customer consignment inventory K6
1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4
Optimize customer consignment inventory K7	Coordinate rental units for customers K8	Initiate logistics K9	Evaluate logistics K10		
1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4		