Nomination: 6052

Abu Dhabi Customs - Best Learning & Development Strategy

Page: General Information

Provide information about the company to be considered for the award. If you will be nominating an individual, specify the nominee’s employer.

Name of Organization/Company

Abu Dhabi Customs

Additional Contacts

I do not wish to list additional contacts

Page: Entry Information

Entry Title

Abu Dhabi Customs - Best Learning & Development Strategy

Category

B01 - B59 Achievement > B37 - Best Learning & Development Strategy

Achievement Submission Format

Written Answers

a. Briefly describe the nominated organization: its history and past performance (up to 200 words). Required

The General Administration of Customs, Abu Dhabi is a governmental entity aims to implement customs policy prescribed by authorities. supervision of goods export, import &re-export as well as collection of customs duties assessed on goods in accordance with laws &regulations of authorities.

AD Customs geographically distributed 11 customs centers 3 main locations: Abu Dhabi , Al Ain &Ghuwaifat to look after &protect land borders, seaports &airports.

AD Customs uses the latest detection and computer systems for development of work &to facilitate customs inspections while completing transactions quickly &accurately. Non-Intrusive Inspection technology becoming a cornerstone of AD Customs layered enforcement strategy.

learning &development strategy took place after heavy drill of gap analysis for current situations, and accordingly:

• No clear objective for learning in entity

• No proper plans to tackle main elements of learning&development, all is coming in reactive mode with no study or tools

• Poor technological infrastructure that supports new techniques in training

• No benchmarking &no accreditation &revision for course content, delivery mode &training-framework

• Training solutions were outdated conventional training led by instructors with minimum technology used in classrooms

• Training courses mainly with poor quality of delivery, mainly based on trainers' experience with no standards

b. Outline the team's or organization's achievements since the beginning of 2020 that you wish to bring to the judges' attention (up to 250 words). Required

• Automated training TNA based on competency &psychometric assessments, annual appraisals &training feedback feeds spider-net monitor whole cycle

• centralizing training needs by linking all HR systems together under one umbrella: HCM Cloud, OLM, succession planning, career development, performance, goal &profile management modules; full integration between all training cycle phases seamlessly.

• Launching LMS OLM Cloud that update itself every 3 months to be aligned with best practices as 43K entities are on Cloud by now &to move training from spoon-feeding style into self-learning training courses into digitized SCORM-based courses allows employees to take courses needed, assess themselves, print their certificates of achievement &store their achievement in their profile records.

• Implementing full system in training simulation for customs purposes: SIMFOX systems that simulates X-RAY screening process &practice for inspectors.

• Launching VR Academy that works simulating real-work environment &assess level of interaction of employees for inspection &HR

• Digitizing 40 courses (SCORM-based self-learning) inhouse &internationally recognized by PWC &WCO fully based on our dictionary of competencies in addition to integration with WCO &AD Government Academy to use all online courses they have that makes it 130 courses in platform.

• Creating full appraisal cycle 360\270 with calibration &IDP\PIP embedded in one system linked with competency profile for every job

• Re-engineered all process &automate on ARIS platform for governance &easy enhance process &control them in future.

• Being first in middle east to use full dashboard using warehouse technology on Cloud for analytics &use of big Data (Oracle FAW)

c. Explain why the achievements you have highlighted are unique or significant. If possible compare the achievements to the performance of other players in your industry and/or to the team's or organization's past performance (up to 250 words). Required

Accordingly, we achieved a lot of recognition:

• Fastest HCM deployment project with Oracle in the middle east – duration of 3 months.

• Number One government entity in the middle east to implement full Oracle HCM cloud suite.

• Number One entity worldwide to independently adopt the Oracle HCM digital assistant skills

• Great Place To Work Award in March 2022 for being one of the greatest places to work in the middle east as per the award rules and guidelines and the only government entity with such recognition

• Obtaining 5 ISOs: ISO 30408 Certificate in Human Resource Governance System, ISO30401 Certificate in Knowledge Management System, ISO30409 Certificate in Human Resource Planning Management system, ISO30405 Certificate in Recruitment Management System and ISO30414 Certificate in Personnel Management System

• Recognized and awarded as the best HR Directorate in the maturity assessment by Human Resource Authority in Abu Dhabi Government with a rate of 97.5% leading 52 government bodies in Abu Dhabi Emirate.

• 5 Stevie middle east awards in HR

• Oracle Hero award of Adoption in HR solutions

• 23 entities benchmarked with us

• international acknowledgment by WCO in 2 articles published in 2021 that AD Customs HR are best practices

d. Reference any attachments of supporting materials throughout this nomination and how they provide evidence of the claims you have made in this nomination (up to 250 words). Optional

Webpage Link

Would you like to add an additional webpage link?

Supporting Document

Download File (https://stevies-sage.secure-platform.com/file/14643/eyJ0eXAiOiJKV1QiLCJhbGciOiJIUzI1NiJ9.eyJtZWRpYUlkIjoxNDY0MywiYWxsb3dOb3RTaWduZWRVcmwiOiJGYWxzZSIsImlnbm9
cCh37dHa_gb2suVh_LB5OZe4ljk?New%20Training%20Strategy%20Endorsement.pdf)

Would you like to add an additional supporting document?

Yes

Supporting Document 2

Download File (https://stevies-sage.secure-platform.com/file/14644/eyJ0eXAiOiJKV1QiLCJhbGciOiJIUzI1NiJ9.eyJtZWRpYUlkIjoxNDY0NCwiYWxsb3dOb3RTaWduZWRVcmwiOiJGYWxzZSIsImlnbm9
ywBddMtMN_uHvj5z6ekpFo1pQUeJA?
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Would you like to add an additional supporting document?

Yes

Supporting Document 3

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Training%20Department%20Presentation%20Achievements%202021%20(003)%20(002)%20-%20Copy.pptx)

Would you like to add an additional supporting document?

Yes

Supporting Document 4

Download File (https://stevies-sage.secure-platform.com/file/14646/eyJ0eXAiOiJKV1QiLCJhbGciOiJIUzI1NiJ9.eyJtZWRpYUlkIjoxNDY0NiwiYWxsb3dOb3RTaWduZWRVcmwiOiJGYWxzZSIsImlnbm9y
okF5jM?Hologram%201.jpg)

Would you like to add an additional supporting document?

Yes

Supporting Document 5

Download File (https://stevies-sage.secure-platform.com/file/14647/eyJ0eXAiOiJKV1QiLCJhbGciOiJIUzI1NiJ9.eyJtZWRpYUlkIjoxNDY0NywiYWxsb3dOb3RTaWduZWRVcmwiOiJGYWxzZSIsImlnbm9
%D9%85%D9%86%D8%B5%D8%A9%20%D8%A7%D9%84%D8%AA%D8%AF%D8%B1%D9%8A%D8%A8%20%D8%AA%D8%AF%D8%B1%D9%

Would you like to add an additional supporting document?

Yes

Supporting Document 6

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msLIL1wDngsEfrfF6Pw0cnaGwmfaIiLsTNBeUb29fU?ADC%20Oracle%20HCM%20Learning%20-%20Learners%20Guide%20TADREEB%202.0.pdf)

Would you like to add an additional supporting document?

Yes

Supporting Document 7

Download File (https://stevies-sage.secure-platform.com/file/14649/eyJ0eXAiOiJKV1QiLCJhbGciOiJIUzI1NiJ9.eyJtZWRpYUlkIjoxNDY0OSwiYWxsb3dOb3RTaWduZWRVcmwiOiJGYWxzZSIsImlnbm9
SIMFOX%20%20Licensing.pdf)

Would you like to add an additional supporting document?

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