
Designing an Organizational Training System for the 21st Century

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Systems Thinking

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Problem Statement

Organizations need employees who have all the skills that are required for their job, but organizations/employees do not want training.

- This is an impossible statement
 - No single employee knows everything
 - Organizations can not anticipate all required skills
 - Life is dynamic

Thus the problem is that organizations need a system for training employees that can anticipate a constantly changing environment in order to provide employees with all the skills required for their job.

Customer Requirements

- Design a system which centralizes the broad function of training and at the same time integrates and decentralizes the work unit training components such that the system:
 - Integrates new technologies
 - Is focused on learning and knowledge management
 - Is cost effective
 - Is adaptable
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