![OR - EMPOWERING ALL TOWARD INCLUSIVE GROWTH]

OR Employee Development Programs

2022-2023

Content

Program 1: Leadership Essentials: Everyday Engagers Program
- Overview of Program
- Impact of business benefits

Program 2: Productivity Improvement Workshop for Lifestyle Business
- Overview of Program
- Impact of business benefits

Program 3: Basic Level of Power BI
- Overview of Program
- Impact of business benefits

Leadership Essentials: Everyday Engagers Program

Leadership Essentials: Everyday Engagers Program

Description of the Program:

The course is designed to enhance leadership skills and communication abilities. It aims to equip participants with the necessary skills and knowledge to effectively lead and communicate, fostering a culture of collaboration and growth within their teams. The course is divided into three units:

Approach

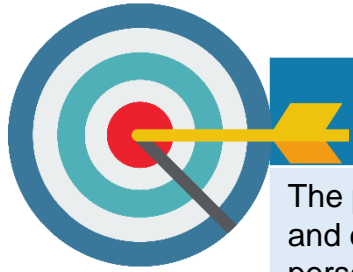| Training period (2 months: May - June 2022)	Self Learning (1 Years: May 2022 – Apr 2023)
Unit 1: Get Started Self-Paced Learning • My Pathway: Leadership Core • Communication: Connect Through Conversations • Manager's Guides to Support Development **Unit 2: Live Virtual Classroom** • Communication: Connecting through Conversation • Setting Goals & Reviewing Results • Coaching: Move People Forward • Delegation: Engage and Empower People Micro courses: Coaching Culture: Tips for a coach Creating Coaching Culture for your team Giving Feedback for improvement Letting go and Delegation	**Unit 3: On-Demand / On-the-Job Tools:** • Practice Chatbots • Interaction Skills and Coaching Skills Simulations • Game: Is Empathy Boss • Conversation and Coaching Planners • Pinpoint Learning Path

Participants

174 Division Managers, (10.6% of FTEs participating in the program)

Remark: 97.8% of full coverage of employees eligible for this program is 178 permanent FTEs.

Impact of Business Benefits

Leadership Essentials: Everyday Engagers Program

Objectives/Business benefit	Quantitative impact of business benefits
The program reinforces to build essential leadership competencies and experiences, unleash leadership potential by exploring personality or attribute and examine how they shape leadership style to make a high-impact contribution to team and organization performance.	• Evaluation Score assessed from all participants is 4.71. • Training in leadership skills encourages employee engagement, particularly in the aspect of the "Supervisor". Effective leaders who possess skills in communication, coaching, empathy, and empowerment can motivate employees, foster collaboration, and provide opportunities for growth. Consequently, the Employee Engagement Score in the "Supervisor" aspect improved to 74% in 2022, a 4% increase compared to 70% in 2021. *(Reference: supervisor aspect score is calculated from 5 supervisor-related questions: provides the support employees need to succeed, provides valuable feedback that allows employee to improve performance, open and transparent in communication, takes initiative to own solutions when others do not, and recognizes my efforts and results.)*

Productivity Improvement Workshop for Lifestyle Business

Productivity Improvement Workshop for Lifestyle Business

Description of the Program:

The program aims to drive and encourage employee in lifestyle business, which is growing business and highly competitive, to have ideas in improving or creating new working process by considering strategic change, internal problems and external forces to align with organization goals and more sustainable development.

Approach

Training period (4 months: June - September 2022)

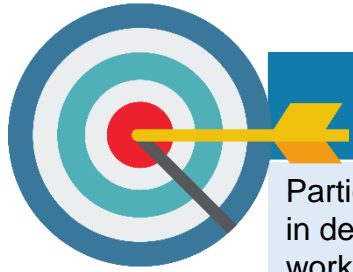| Session 1:	• Design Thinking & Creativity
Session 2:	• Business Process Improvement • Leanovative Kaizen • Cost Analysis & Cost Management • Complex Problem Solving and Decision Making
Session 3:	• Follow up
Session 4:	• Presentation Day

Participants

46 participants or; representatives from all departments in lifestyle business

(2.8% of FTEs participating in the program)

Remark: 26.6% of full coverage of employees eligible for this program is 173 permanent FTEs.

Impact of Business Benefits

Productivity Improvement Workshop for Lifestyle Business

Objectives/Business benefit	Quantitative impact of business benefits
Participating in this program equips employees with improved skills in design thinking and creativity, enabling them to create new working processes that strengthen the business's value chain. This, in turn, builds up business valuable opportunities in the following areas: • Cost optimization • Time savings • Productivity improvement projects	Productivity Improvement Workshop for Lifestyle Business drives the businesses' positive outcomes considering: • Opportunity for cost saving approximately 75 million Baht • Opportunity for time saving 11,347 manhours • 100% of departments in Lifestyle Business has the productivity improvement projects

Basic Level of Power BI

Employee Development Program 3: Overview

Basic Level of Power BI

Description of the Program:

The significant volume of data, commonly referred to as Big Data, has become an influential factor in business competition and is now an essential consideration. It is crucial for organizations to effectively manage and leverage the data they possess, whether it is stored internally or obtained from social media platforms. In this regard, Microsoft Power BI has emerged as one of the leading software solutions utilized by businesses.

Approach

- Participants received hands-on training and acquired the necessary skills to effectively utilize business intelligence tools, Microsoft Power BI which helps businesses manage the value of data, empowering management/staff to make informed decisions, improve operational efficiency and productivity, which offers significant working time-saving benefits as it provides many advantages such as data integration, data visualization, real time analytic.
- The training involved practicing data analysis through Interactive Data Visualization techniques that allow participants to explore and manipulate large volumes of data, gaining access to valuable insights.
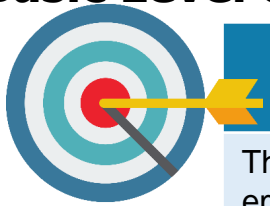
Participants

112 participants, (6.8% of FTEs participating in the program)

Remark: 80.6% of full coverage of employees eligible for this program is 139 permanent FTEs.

Impact of Business Benefits

Basic Level of Power BI

Objectives/Business benefit	Quantitative impact of business benefits

The utilization of Power BI helps businesses manage the value of data, empowering management/staff to make informed decisions, improve operational efficiency and productivity, which offers significant working time-saving benefits as it provides many advantages such as data integration, data visualization, real time analytic. With hands-on knowledge of the system, employees are enabled to address business problems with greater precision and up to date.	• Participants demonstrated a better understanding and significantly improved proficiency of Power BI utilization, as evidenced by a post-training knowledge score of 91.39%. This score represents an increase of 47.33% compared to the pre-training assessment.
	
	• Utilization of Power BI in the following reports of Petroleum Terminal Operations Business contribute to approximately 82% reduction of time spent creating reports compared to the traditional reporting.
	    • Budget : CAPEX Spending
	    • Budget : OPEX Spending and OPEX/L
	    • Facility & Tank Master Plan Report
	    • Logistic Cost / TP
	    • Logistic Utilization by Mode (Truck / Vessel / Train)
	    • Inventory Day/Tank Turn Over Rate
	    • Loss Gain Report
	    • Tank Turnover (Oil/LPG)
	    • Bay and Port Utilization(Oil/LPG)
	    • Number of transportation (Oil/LPG)
	    • Number of Flights
	    • Overtime Report
	    • Contract Transportation Proportion
	    • Sale & Service Report
	    • Maintenance Dashboard
	    • RAI (Maintenance Performance)
	    • Maintenance Cost/Throughput

Moving forward with
strong determination and
leaving no one behind

6 groups of
OR stakeholders

EMPOWERING ALL TOWARD
INCLUSIVE GROWTH

OR เติมเต็มโอกาส เพื่อทุกการเติบโต ร่วมกัน

Harnessing OR
competencies to support,
fulfill, and elevate

Sustainable growth
with Living Community,
Healthy Environment, and
Economic Prosperity