

Cross-Training

Benefits both Surdex Clients and Staff

At Surdex, we take advantage of opportunities to cross-train our staff in different roles because having a more widely trained staff means we can easily shuffle resources. This means when work is high in one department, we can shift employees from another department with less work. This process reduces both the peaks and the valleys in the workflow, and consequently staffing is easier to project and manage and schedules are easier to maintain. It also provides our employees with a better understanding of other phases of mapping projects and helps us retain valuable staff by keeping them engaged, growing and interested.



There are a few instances of cross-training that are particularly common at Surdex. When we face lower flight hours due to seasonal acquisition limitations, Sensor Operators often choose to move into the production facility to train as technicians; this is beneficial for everyone because as imagery is collected, there is an increase in the volume of data to be processed. Conversely, some Technicians have trained as Sensor Operators during peak flying times to meet increased acquisition demands. Technicians and Analysts in our Orthoimagery and 3D Mapping departments are sometimes trained in both departments, as the workload is less seasonally dependent for 3D Mapping, so periods of peak demand in the two departments do not necessarily occur at the same time.

Two of our production staff have trained as Sensor Operators in the recent past, and both viewed it as a very valuable experience. When asked why she accepted the opportunity to train in a new role, Molly Goldfarb (above), who was hired as a Lidar Technician, said,



"I wanted to learn more about how the data I was working on in the office was acquired." Ortho Technician Michael Grodek also trained as a Sensor Operator and said, "it's beneficial to be trained in multiple departments so you can get a better idea of all the work and effort that goes into each step of the process to deliver the best possible product." Their training enables them to serve more roles at Surdex, helping us stay on schedule, and also gives them a better understanding of their initial role and how it fits in the larger picture of our company.

"Collaboration [between the Orthoimagery and 3D Mapping departments] allows Analysts and Technicians to learn other geospatial processes. This training leads to professional growth and redundancy which makes the Surdex team much more valuable"

— Colby Forke, Director of Image Processing (Orthoimagery)



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