Trainingscatalog

Interview: DB Cargo AG

How can up to 50,000 new employees be successfully qualified?

Deutsche Bahn is one of the largest employers in Germany and is currently in a hiring initiative. However, successfully integrating the new employees into the company requires a crucial focus on qualification. Given the vast scale of Deutsche Bahn, this is no easy task. In our interview, Alina Komp from DB Cargo AG shares how the company manages to provide comprehensive and targeted qualification despite the challenges.

Good day, Ms. Komp. Deutsche Bahn is currently undergoing a hiring initiative, with the goal of hiring up to 50,000 new employees. What challenges does this initiative pose for the training and further education of Deutsche Bahn and DB Cargo AG?

Alina Komp: *Increasing traffic volumes and demographic departures pose a special challenge for DB Cargo as well. We have been able to onboard around 3,500 new employees in the past two years. The predominant demand, both currently and in the future, lies in operational areas such as train drivers, shunters, and wagonmasters. However, it will take some time before we experience noticeable relief, especially in the operational sector, as the qualification for the mentioned roles is highly specific, and individuals with these qualifications already enjoy full employment in Germany. This means that the majority of recruit-*

Alina Komp, a trained industrial clerk, joined DB Cargo AG in 2007 and began her career in the qualification field. Over six years, she gained extensive experience in training organization for the NRW region. Concurrently, she pursued further education, becoming a business economist and obtaining SixSigma Green Belt certification. In 2016, she transitioned to the company's headquarters. Due to her IT affinity and broad expertise, she was entrusted with leading the project for implementing a training management software. Following a successful launch, she oversees the administration and development of the TC Manager at DB Cargo AG. Living in the Ruhr area with her partner, she finds her athletic balance through triathlon, bouldering, and yoga.

ed employees need to undergo comprehensive training, which, depending on the field, can last between seven and twelve months.

At Deutsche Bahn, there are applicants, including those through lateral entry, with significant differences in their educational background and professional experience. How does Deutsche Bahn handle this heterogeneity, and what does it mean for training and further education? Is it possible to address the individual learning needs despite the large number of learners?

Alina Komp: *Diversity is a major focus for us. New arrivals come from various age groups, different professional backgrounds, and even different countries – in January, colleagues from Spain will join us, having chosen the adventure of migration with the prospect of working at DB Cargo. Before the new employees enter actual operations, they undergo initial functional training, which is entirely organized and conducted by us. To comply with high safety regulations, the training is predominantly conducted in person. These formats, for which we provide all resources – trainers, facilities, locomotives, tracks, and other equipment – allow for individual participant support and encourage interaction not only between trainers and participants but also among the participants themselves.*

An additional aspect is that we provide very hands-on training to gradually introduce colleagues to their new work environment. No one is thrown into the deep end with us.

DB Cargo has been using the TCmanager® from SoftDeCC Software GmbH to organize training and further education processes in the company for about two years. What was the initial situation before the introduction of the TCmanager®?

Alina Komp: *The qualification organization at DB Cargo has evolved over time. Different regions had established various approaches to organization using different standard software throughout the years. All training locations had one thing in common: they were functionally oriented towards daily operations but had to invest significant effort in addressing medium-term strategic issues. In concrete terms, this meant that centralized queries were not possible, or they were provided in different qualities and data states. Managing the organization, especially with the challenge of the considerable number of new hires, was thus a Herculean task. tum.*

How has the organization of training and further education changed since the introduction of the TCmanager®? What added value does the system provide?

Alina Komp: *The introduction of the TCmanager® has provided us with the most significant advantage of having a database with an attractive frontend for users. This offers three clear benefits:*

1. Intelligent Linking: The application can intelligently link data, avoiding redundancies in individual plans and allowing us to have the necessary resources in the right place at the right time. Mistakes and oversights,
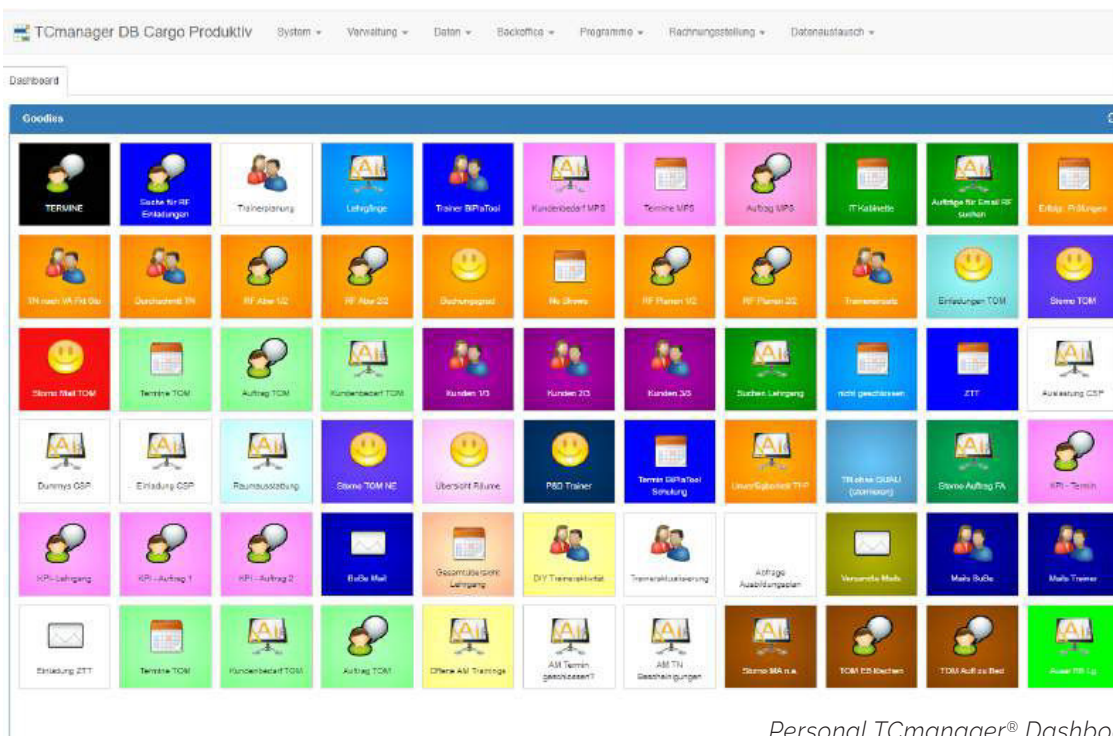
Personal TCmanager® Dashboard

common in the busy life of a planner, are nearly eliminated through warning messages and multiple evaluation functions.

2. Centralized Administration of Master Data: Our master data is centrally administered. While this tightens the framework for planning, it ensures uniform standards nationwide. Consequently, training in Hamburg is offered in the same quality as in Munich.

3. Uniform Reporting and Monitoring: Evaluations and monitoring are now uniform and possible at any time. The resulting overview provides high analytical potential, offering extensive opportunities for control, which, in turn, lead to stable planning in the medium and long term..

What perspective arises for the use of TCmanager® in the coming years?

Alina Komp: *Now that the system is gradually settling in for our planners, trainers, and booking authorities – the organizational side – we aim to further automate the process through additional convenience features, providing colleagues with more space for professional topics. The next significant developmental step will focus more on the participants. They are intended to have their own portal where they can access documents and view booking summaries. We are also exploring the possibility of anonymous feedback submission. While the first two points are more driven by the service-oriented approach towards participants, we aim to use feedback to enhance our own performance.*