Team Skills Matrix

List one employee per row and one skill per column. Rate each cell using the scale below, based on observed work or an assessment, not self-rating alone. Set a minimum coverage target for each skill (how many people must be at level 3 or above on every shift). Review the matrix at least quarterly.

MATRIX DETAILS

Team / department

Site / location

Shift(s) covered

Matrix owner (team lead or manager)

Date of last full review

Next review due

PROFICIENCY SCALE

- ☐ 0 = Not trained: has not been trained and should not perform the task.
- ☐ 1 = In training: trained but needs supervision or sign-off on every task.
- ☐ 2 = Developing: performs routine cases alone, needs help with exceptions.
- ☐ 3 = Proficient: performs the full task independently, on time and to quality standard.
- ☐ 4 = Expert: handles any exception, can train and assess others.
- ☐ N/A = Skill not required for this person's role.

SKILL LIST (ONE ENTRY PER COLUMN)

Skill or task name

Skill type

☐ Technical / system ☐ Process / task ☐ Product knowledge ☐ Customer / communication
☐ Regulatory or safety-critical ☐ Leadership

Business criticality

☐ Critical (work stops without it) ☐ Important ☐ Nice to have

Minimum people at level 3+ per shift

How proficiency is verified

☐ Observation checklist ☐ QA or audit score ☐ Written or system test ☐ Certification
☐ Output and error data

EMPLOYEE ROW (REPEAT FOR EACH PERSON)

Employee name

Job title

Shift

Hire date

Rating for skill 1 (0-4 or N/A)

Rating for skill 2 (0-4 or N/A)

Rating for skill 3 (0-4 or N/A)

Rating for skill 4 (0-4 or N/A)

Rating for skill 5 (0-4 or N/A)

Rating for skill 6 (0-4 or N/A)

Interested in learning (skills the employee wants to develop)

Date ratings last verified

COVERAGE SUMMARY (ONE LINE PER SKILL)

Skill

People at level 3 or 4

Coverage target

Gap to target

Single point of failure (only one person at 3+)?

☐ Yes ☐ No

Coverage status

☐ Green: at or above target ☐ Amber: one below target

☐ Red: two or more below target or single point of failure

CROSS-TRAINING ACTIONS

Employee

Skill to develop

Current level

Target level

Method

☐ Shadowing ☐ Side-by-side with an expert ☐ Formal course ☐ Job rotation

☐ Self-study plus assessment

Trainer / assessor

Target date

REVIEW SIGN-OFF

Reviewed by (manager)

Date

Date

Notes and changes since last review