



Case Studies - Human Resources

The WorkScript Process Wizard is process improvement and on-the-job support software that empowers anyone in your organisation to perform any process as accurately and efficiently as the expert - without the expert being there.

The WorkScript Process Wizard helps to ensure that your HR staff deliver quality service, make decisions based on fast access to applications, knowledge and resources of an organisation in the context of the HR requirement. The system reinforces compliance with regulatory and quality standards, full audit trails, performance measurement, and role-based workflow notification and routing. It also generates detailed management reports.

Case Study 1- New Starter Process: Mining Company

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| Requirement: | Capture, map and document the process that supports Human Resources (HR) staff who work with newly employed staff. |
| Problem description: | On joining the organisation, a new starter would require at least 12 forms to be completed even before the first day of attendance. This was a time-consuming exercise, where much effort was expended by HR staff in reinventing the wheel for each new employee: searching for the latest forms, security and access policy information, approvals from multiple people often remotely located and the most up-to-date employee entitlements. These include applications for computer equipment, network access, credit cards, mobile phones, security access, business cards, clothing, social club, travel arrangements, etc. The HR department was keen to reduce the time and effort required to prepare a new starter to be fully functional within the organization. |
| Solution: | The New Starter process was captured and mapped into the WorkScript system over a single day via a moderated workshop. Links to essential forms, systems, websites, people and critical company information were created for easy access and routing. The process allowed for all stakeholders, the New Starter, HR staff and delegated authorities, to be supported interactively as they completed their roles in the process. In addition, a task audit report was implemented to track the processing of new starters, the status being instantly available for action. For example, when a particular form was not completed by a certain time, the WorkScript escalation facility reassigned the task and notified the appropriate authority. |
| Results: | The New Starter process was transformed from a time-consuming, labour intensive, fragmented process into a streamlined and highly effective, computer-mediated sequence of events. The benefits generated have triggered plans for a variety of additional WorkScript projects for other HR processes, including recruitment, termination, OH&S and self-service (leave, purchasing, travel, etc.). |

Typical Human Resources procedures supported by the WorkScript Process Wizard

Human Resources

- ◆ **New Employee**
 - ◆ New Starter
 - ◆ Start-up Requirements
 - ◆ Personnel Files
- ◆ **Contractor**
 - ◆ Start-up Requirements
 - ◆ Performance & Remuneration
- ◆ **Induction**
 - ◆ Plan
 - ◆ Conduct Site & Customer visits
 - ◆ Self-service training
 - ◆ Systems Training
- ◆ **Management Reporting**



Case Study 2 - Recruitment: Food Supply Company

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| Requirement: | A more integrated approach was required of the HR department in processing staff recruitment to ensure that essential data is captured and that staff adhere to the company's recruitment policies and procedures. |
| Problem description: | The staff recruitment process was quite complex as it required a number of interactions with back-office systems including SAP. |
| Compliance was patchy: | It was not unusual for different departments to follow different recruitment procedures. This was mainly caused by staff not accessing the most up-to-date policies on how to comply with the company's recruitment guidelines and checklists. While most of the required forms and templates were placed on the Intranet, for simplicity, departments tended to duplicate corporate forms causing significant rework and overlap in the process. Training was on an informal basis where an experienced user would look after a number of new staff as they became familiar with the job. The difficulty arose when there were not enough time or staff to provide in-service training. |
| Solution: | The recruitment process was mapped in detail and loaded into the WorkScript Process Wizard along with appropriate information resources, recruitment rules/policies and links to SAP and other back end systems. The resulting Process Action Pages provide both an on-demand training system, and a powerful, interactive doing tool for all recruitment. |
| Results: | Within a week, all departmental staff were able to share a common process and were confident that their actions complied with the corporate standard. The WorkScript solution ensured compliance, avoided duplication and overlap, and improved recruitment quality levels. |

Typical recruitment procedures supported by the Process Wizard

HR Process Management

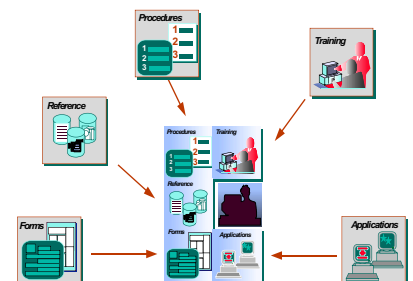
- ◆ Recruitment
 - ◆ Plan
 - ◆ Define Position
 - ◆ Attract Candidate
 - ◆ Arrange Advertising
 - ◆ Select Candidate
 - ◆ Appoint Candidate
- ◆ Maintain Personnel Records
- ◆ Manage Remuneration & Expenses
- ◆ Process New Hire
- ◆ Induction
- ◆ Management Reporting

System Description

The WorkScript Process Wizard is a process improvement, on-the-job support and performance management system. Use the Wizard to create a visual representation of a process, and then generate interactive Process Action Pages for your company's Intranet or website.

Staff can then use the Process Action Pages to perform their work tasks. The Wizard is most suitable for knowledge workers, that is people regularly required to solve problems; people who spend the bulk of their time engaged in reasoning activities such as collecting data, weighing evidence, recognising patterns, drawing inferences and making deductions. They often use multiple systems to solve a given problem or coordinate multiple tasks.

The Wizard's Process Action Pages support these people in completing any business process or transaction by providing guidance on the steps to be performed; the IT tools (including Microsoft products, SAP, Oracle, etc.) to be used, and embeds knowledge resources (policies, procedures, hints and other business rules) for each step within a process. This ensures that each transaction is processed by performing agreed steps using nominated tools. It also reduces the amount of rework due to errors and increases compliance with approved processes.



Prove the value of the WorkScript Process Wizard to your organisation by conducting a proof-of-concept with the Wizard in a critical or complex area of your business. A proof-of-concept is inexpensive, and may be one of the most important decisions you make about the future of your business.

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