



## Reasons to improve

- Time consuming
- Bureaucratic forms
- Single point of failure within HR
- Not responsive to customer needs

## Time saved

- Process steps reduced from **5 weeks to 1 hour**



Our customers tell us the new process is...

Revolutionary

Collaborative

Transformational

Simple

Focussed

Agile

Quick

Responsive

Efficient

Thorough

Enjoyable

## What we did

- Consulted with stakeholders
- Mapped the current state
- Identified issues
- Investigated the ECC software
- Mapped the future state



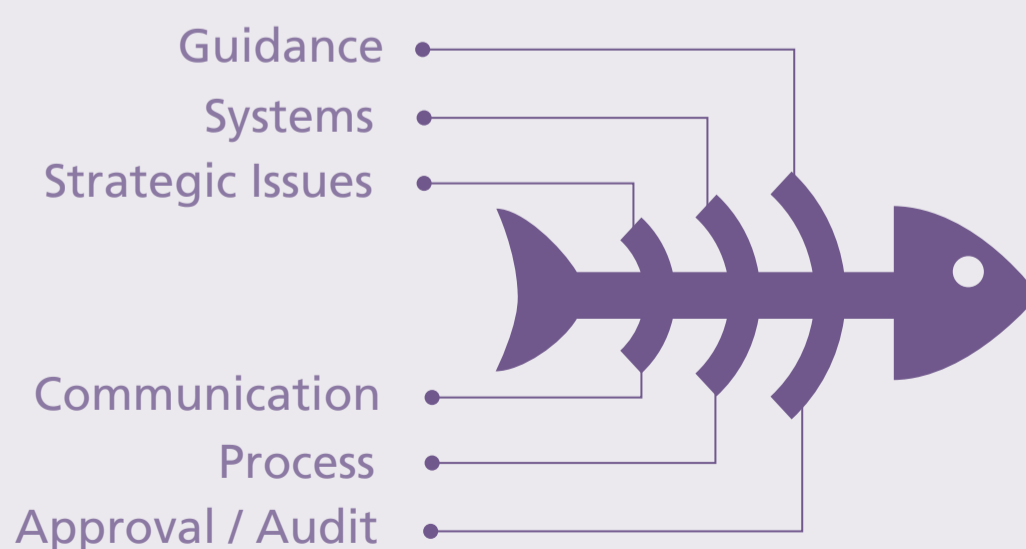
## Feedback

**47%** increase in satisfaction with process



## Fishbone Analysis

Job evaluation process not meeting customer needs



## Impact

- Paperless process
- Interactive and instant
- Simpler process
- Agile and transparent
- Structured job description template



“Saves a huge amount of time and duplication of effort”

“Innovative and easier to understand”