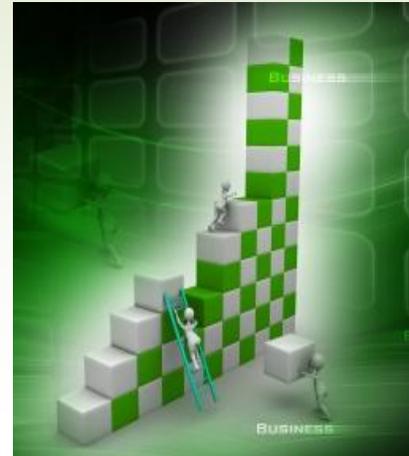


Administration and General Services



Current Challenge

Administration and General Services departments are tasked with supporting a company's productivity, one way or another. Companies in every sector, whether Manufacturing, Distribution or the Services sector rely on the functions of these departments, which are sometimes considered *indirect procurement* or *support services*.

Economic downturns strongly impact these departments, as budgets are cut, workforces reduced and tasks redistributed. In order for companies to maintain market competitiveness, they simply must ensure that the remaining services maintain high levels of efficiency and productivity.

The WorkMeter Solution

Establish Processes for Better Management and Continuous Improvement

Unlike departments such as Operations and Sales, the relationship between activity and results is less evident in Administration and General Services departments. Defining productivity criteria is often a challenge for these departments, since the range of functions is more complex.

WorkMeter facilitates the development of clear, role-based employee objectives, helping companies implement continuous improvement and performance evaluation systems so they make better decisions based on real data.

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In order to guarantee that departments function optimally, companies need to establish continuous improvement procedures based on objective indicators and metrics. Employee objectives must be defined in measurable terms and monitored closely over time.

“WorkMeter helped us to increase employee performance by inspiring a healthy inter-departmental competitiveness that got everyone working to improve productivity, which directly affected our business results.”

Jordi Rosés
Strategic Business Development
Director

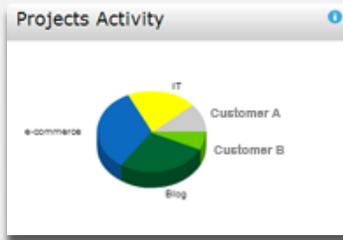
Maximise Efficiency

Many of the processes performed by these departments are structured and recurrent, which would appear to make their optimization quite simple.

But there are many daily tasks, such as information searches, communications and document creation, which are more difficult to measure or control. These are the culprits of continuous interruptions, time wasted, or inefficient habits that end up compromising productivity.

WorkMeter helps companies get a handle on the very things that threaten to compromise productivity.

WorkMeter is a software solution that collects, processes and presents objective data on activity, productivity and application usage as employees work on company PCs, mobile phones and other devices.



Transparent Billing for Internal Customers

Large companies often need to determine the costs of services carried out by “internal customers” in case costs are shared or billing is internal. WorkMeter breaks down employee time by specific activity, making it easy to bill by task.

Supporting Features

Management Indicators

The WorkMeter productivity platform is based on automatically generated, objective data on employee performance.

Key indicators are defined to communicate levels of input each role is expected to fulfil. Employees get clear information about their assigned objectives and are able to easily monitor their ability to meet objectives.

The methodology WorkMeter proposes is based on continuous improvement as measured by key indicators that determine the level of fulfilment. Objectives are clearly defined and both employees and managers are encouraged to monitor progress and participate in follow-up meetings.

Employee Access to Metrics

Employees can access all information about their own activity, given that they have permissions to do so. They can monitor their own application usage, ATA (Average Time per Activity, or time free of interruptions and focused on a single activity) and view other productivity indicators. They also have visibility of team averages.



Awareness of performance in measurable terms helps teams address productivity inhibitors such as:

- Time wasters like e-mail, excessive meetings, social media, etc.)
- Lack of focus on activities that align with project and company objectives
- Inefficient habits (incorrect use of applications, interruptions than can be easily eliminated, etc.)

Optimal Profiles

This feature defines expectations for every team member. It gives individuals a consolidated view of their actual time logged per task versus the time dedication expected for their particular role, which helps teams to maintain high levels of productivity and stay focused on activities that bring value to projects.

Team members themselves are able to identify deviations and determine the best ways to improve.

Project Management

WorkMeter's project management feature allows managers to define "internal customers" so that hours are automatically broken down according to specific tasks, and project costs are transparent.



Benefits

Establish a culture of measurement and continuous improvement

Define individual and group objectives

Improve efficiency and productivity

Gain competitive edge

Minimise activities that incur costs and represent no value for the company

Adjust resources to workloads

Improve team management



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