

Case Study: Staff Workload Assessment & Re-Design

Small Manufacturer & Distributor of Industrial Brushes & Brooms (IBB)

- Expanding business results in redistribution of work and updating technology

The Challenges

IBB has very small office space available and it was thought they needed to have more staff to handle high demand of orders but more space was not an option. Orders were piling up, computer systems were outdated and employees were getting confused about roles and responsibilities. Efficiency Engineers were asked to analyze if the staff was being utilized to their full potential.

Efficiency Engineers Solutions

Several steps were taken to assess the current situation. Efficiency Engineers began by interviewing all employees, collecting all forms & reports used, reviewing system interactions, mapping basic process flows, and collecting volume information.

From this analysis, key recommendations were developed. IBB was impressed with the overall assessment and continued to involve Efficiency Engineers with the implementation of several changes:

- Realignment of current staffing including distribution of work
- Development of virtual marketing concept to have work performed offsite
- Integration of up-to-date systems



Results

Efficiency Engineers managed implementing the staffing redesign and transitioning marketing to a virtual location. With the new structure and enhanced reporting, individual workload was reduced with the partial integration of Peachtree and ACT! databases.

As a result, IBB is experiencing lower turnover, especially of those key employees with vast institutional knowledge from leaving the business.