Performance Strategies

CONSULTING · THOUGHT LEADERSHIP · JOB COACHING

Case #1: HR Department Start-up (HR Technologies)
Abbreviated to maintain client confidentiality and PS proprietary information.

Situation:
A healthcare government contractor lacked automated, validated, reliable systems essential to ensure legally compliant HR processes.

Challenge:
Company had a small HR team but company population exceeded 50 employees and therefore was subjected to all applicable compliance legislation. Current processes and procedures for critical HR functions (applicant tracking, HR reporting, employee self-service/data warehouse, background checks, etc.) were inefficient, cumbersome and manual. Those manual processes contributed to significant human error and liability.

Actions:
Performed critical process needs assessment and gap analysis. Selected and implemented comprehensive Human Resources Information System (HRIS). Executed communications roll-out.

Results:
Company now has an automated, validated, reliable system to ensure business processes. Also, consolidated several independent functions allowing staff to reduce time spent on administrative tasks and focus on more strategic, proactive value-added functions. Additionally:
- Reduced errors while entering employee information (i.e. personal, benefits, pay rates, etc.).
- Eliminated information transfer gap between HR & payroll system.
- Created access to frequently used reports.
- Eliminated need for physical space for application document retention and storage.
- Eliminated data entry need to manually enter nearly 10,000 applications and voluntary Self Identification forms.

Case #2: Employee Engagement (Training Strategy)
Abbreviated to maintain client confidentiality and PS proprietary information.

Situation:
A medical device company regulated by the Federal Drug Administration (FDA) and The Joint Commission lacked a strategic training plan to ensure required compliance.

Challenge:
Inconsistent employee training produced inconsistent employee performance. Company lacked a training plan to ensure regulatory compliance. Significant manual effort went into compiling this information for individual audits, site visits, reaccreditations, etc. However, there was no tool that existed to sustain this effort.

Actions:
Identified training needs, selected/implemented a Learning Management System (LMS) and integrated a comprehensive strategy.

Results:
Company has a sustainable training strategy and an automated tool to track training compliance. Tool also provided immediate benefits:
- Ability to sustain training matrices (updates, revisions, etc.).
- Provided an FDA-compliant audit trail.
- Provided reliable document management system.
- Created access to FDA-approved reports.
- Instilled employee ownership of training execution with supervisor notification and electronic signatures.