

Taking a healthy approach to Personnel Management

Waymade Healthcare plc is one UK Company that has recognised the potential of a fully integrated HR system, and has implemented the Equator product from K3 , including the T&A, Payroll and Personnel modules.

The personnel function offers a major area of opportunity for improving labour management. Not only is considerable time and resources needed to maintain manual or semi-automated personnel systems, but much of this effort is often wasted due to the data being incomplete or inaccurate, or just not easily accessible.

Implementing an integrated human resource management solution, which for instance includes Time and Attendance (T&A) and Personnel, can free up significant resources by eliminating much of the paper work entailed in comprehensive personnel administration



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At a glance

Company

Waymade Healthcare

Industry sector

Healthcare

Number of employees

500 +

The challenge

- Outgrowing old HR system, hindering the business growth
- Incomplete and inaccurate data
- Time consuming transfer of data from T&A to Payroll

Solution & services

- Equator
- Time and Attendance
 - Payroll
 - Personnel

The benefits

- Enabled complete control of HR
- Improved labour management
- Easy data access
- Integrated solution
- Reducing need for paperwork
- Improved information visibility
- Fast access to data



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and by avoiding the continual re-keying of the same information. Once an employee is registered on the HR system, this registration can be automatically transferred to the (T&A) function. Similarly, relevant information that should be part of an employee's work and development record can be automatically transferred back into the HR system, enabling the effective maintenance of these records and the transparent monitoring of an individuals progress through their career.

However, the integration of a number of software modules is much more than the introduction of electronic filing cabinets. As well as effectively storing a wide range of key personnel and business data - from time and attendance data, labour patterns, employee holidays, training, skills development and so on – these HR systems can offer company wide access to a vast array of reporting and analysis options that can transform this often wasted data into essential management information.

For instance, the system can be interrogated by line managers to enable them to effectively plan around



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variations in demand or staffing, or access a skills/competencies matrix to schedule staff more effectively, based on availability, aptitude and ability.

UK 2001 Entrepreneur of the Year Award
Since it was established in 1984, Waymade Healthcare has become an organisation that is able to challenge the very best and the biggest in the business. From its earliest beginnings as a small chain of high street chemists, Waymade has evolved into a supplier of prescription medicines to pharmacies, hospitals and wholesalers across the country with more than 5,000 customers. The company now employs 500 staff and its sales turnover in 2000 was just under £200 million. Vijay and Bhikhu Patel, the Chief Executive and Managing Director



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respectively of Waymade Healthcare jointly won the UK 2001 Entrepreneur of the Year Award.

The rapid growth and development of the company has created a number of management issues that have needed to be solved, not least of these was the outgrowing of the companies original HR systems.

As Paul Tarrier, the company's Payroll Supervisor, explains: "The initial impetus behind us changing our HR practices was simply down to the fact we needed to replace our an old stand-alone T&A system, which could no longer cope with the size of the workforce. However, in looking for a new T&A solution, we recognised that we had an opportunity to make major improvements to how we managed our human resource within the company.

As an example, the company found the manual transfer of data from the old T&A system to the payroll system was increasingly time consuming and prone to error - especially when dealing with a workforce that was reaching up to 500 people. Also, the system of manually updating Personnel records was under extreme pressure and was also proving to be a very time consuming task. As a result of the company's fast growth, the HR department had become swamped with data, records were rarely fully up to date, and management access to specific employee information was far from easy.

"We therefore decided to adopt a fully integrated HR system, one that would not only provide automated T&A and Payroll, but also included full Personnel management facilities," reports

Paul Tarrier. He adds, "Having reviewed a number of systems we selected K3 's Equator system." Cutting back on the administration load

"Ease of access to up to date individual records covering attendance, sickness, training, internal appraisals and reviews, skills and achievements, is also delivering a number of advantages."



With this system in place, the company is now gaining the benefits offered by a broad based labour management system, with seamless communications. Not only have the T&A and Payroll modules delivered reduced administration time and mistakes, but the business's personnel administration load has been radically reduced - now that there is only the need to make one entry in the system, and with records updated automatically.

"Ease of access to up to date individual records, covering attendance, sickness, training, internal appraisals and reviews, skills and achievements, is also delivering a number of advantages," notes Paul Tarrier. "For instance," he adds, "We have a pharmaceutical packaging plant that requires specially trained operators. Now with the new system, if a replacement operator is required,



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management can quickly access records to see who has been trained. There are also a whole range of similar issues where having easy access to such records is important to ensuring that we have the right people to do the job at the right time.”

Another area where the Personnel system is proving useful is with recruitment. The HR team can now retain and access records from interviews, so that when new vacancies arise they can review these documents and determine if people previously seen are potential suitability for the new post.

“Adopting such a sophisticated HR system has been a big step for the company,” says Paul Tarrier, concluding “The Equator system has enabled us to gain complete control over our HR management and this is proving invaluable as the company continues to grow and develop.”

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