Jaguar Cars

Gearing up for growth at Jaguar

Objectives

- Monitor working time of 2,200 people
- Flexible, automated system with 24x7 operation
- Attendance managed by shop floor supervisors
- Interface directly with payroll

Results

- Consistent management reporting
- Mundane manual recording tasks eliminated
- Accurate payroll information
- Proof of compliance with EU Working Time Regulations

Story

Having created over 1,000 new jobs to gear up for production of the new Jaguar S-type, the luxury car maker needed a flexible, automated system for managing working time and creating accurate payroll data, around the clock.

The system needed to be user-friendly enough to be operated by shop floor supervisors, as the company wanted to "put the ownership of attendance management back where it belongs, at shop-floor level".

Chosen for its flexibility, and for the professional approach of SMART's sales and technical staff, the SMART solution interacts with an Oracle database on an NT server, with employees clocking in and out at 44 data collection terminals around the Castle Bromwich site. The solution was subsequently extended to Jaguar's Browns Lane plant in nearby Coventry.

Following a major investment programme to support the new Jaguar S-type, 1,000 new jobs were created at their Castle Bromwich plant.

But with new jobs came new responsibilities. And as their workforce nearly doubled, Jaguar were determined to ensure that they had the right systems in place to cope.

"The solution has the ability to identify exceptions daily, so they can be cleared by shop floor supervisors and we can meet tight payroll deadlines. The intention is to make it a single source of all attendance information, which any department can easily extract."

David O'Reilly,
Jaguar Manufacturing Systems.

After consulting with several companies, Jaguar decided that the solution provided by SMART was best suited to meeting their requirements. Before confirming this selection, Jaguar took the opportunity to visit an existing customer and see the benefits for themselves. From there they chose the same solution to build their own success.

It was an easy-to-use system revolving around efficient use of clocking stations. 2,200 employees clocked in and out from 44 machines. These were placed close to their workstations ensuring that the system clocked the precise times that they began and finished work.

All information was then automatically collated into a single database that fuelled their entire payroll, HR and day-to-day site management - giving Jaguar real-time information flows throughout their entire organisation.

Even better, HR and line managers were informed of absenteeism the moment it occurred, enabling them to source replacements immediately.

And, over the longer term, even more benefits were realised. Manual data entry of holiday forms, overtime and absences was automated. It meant no errors, less effort and accurate appraisals and pay.

It also had the benefit of enabling Jaguar to prove compliance to EU working time legislation, and was compatible with their existing Oracle and NT platforms, making for easy installation.

The system brought complete control to Jaguar management throughout the company, ensuring a precise payroll and full employee tracking, while driving down administration.

It was such a success that Jaguar went on to develop its relationship with SMART even more by extending the implementation of the project to its Brown's Lane operation in Coventry.

SMART is a leading provider of web-based solutions for workforce management. For over two decades, we have been helping our customers to achieve agility and cost efficiency from their greatest asset – their people.

SMART's integrated solutions for workforce management provide efficient people management anywhere in the world. Developed using Microsoft .NET technology, our zero-footprint web solutions are flexible, reliable, scalable and easy to implement.

From time and attendance through to workforce planning, scheduling, absence management and comprehensive automated reporting, the SMART solution suite offers a wide breadth and depth of functionality. Whether fully installed on site, delivered as a managed or hosted service, the architecture enables organisations to focus on specific areas of priority, and reconfigure the system to meet new challenges.

The core systems are of leading-edge design, enabling planning, data capture, alerts and authorisation to take place anywhere and everywhere you need it. Web-based advanced self-service, touchscreen kiosks and mobile activation via telephony and PDA, ensure that employees can interact with the system wherever they may be.

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