

Unipart Logistics

57% reduction in absence costs with 5% drop in absenteeism

100% accuracy in the recording and payment of true hours worked by agency personnel using EDI agency billing

Unipart is an innovative logistics provider, utilising lean as a methodology for adding value to its customers and the fastest growing company within the UnipartGroup. Currently employs over 3000 people operating out of 22 locations in 14 countries encompassing over 4 million sq. ft. of warehouse space.

With a growing workforce and successful business contracts, Unipart Logistics was keen to invest in its future by replacing its PAT Time and Attendance system, with a new robust solution that would accommodate its planned business growth.

Key requirements:

- 100% accurate time & attendance data
- Integration with existing HR and Payroll applications
- Ability to incorporate Unipart Logistics rules and shift patterns
- Record time on a project basis

SMART was selected due to its proven abilities to deliver all of the above and enable the benefits of automated absence management, effective reporting and compliance with European Working Time regulations.

The Project

The scope of the project was vast, with system roll-outs planned for various locations across the UK. Unipart Logistics' Cowley operation of 600 employees, responsible for parts delivery for Homebase, Halfords, Unipart Automotive and BGTI, was the first site to receive the solution.

For this reason, it was paramount to achieve the configuration and build of the system, train the users, and achieve sign-off for user acceptance tests within the 9 months allotted for this site to ensure the success of future roll-outs. Some of the additional sites include; Hemel Hempstead, Chester and Coventry who deliver parts for ASOS, Airbus and the Burdon Group.

Using its rigorous project management methodology, Unipart Logistics was keen to produce its own customer requirements document, system configuration and build. Elements of the project methodology mirrored SMART's own but extended to a formal 'gateway' sign off, which can only be achieved by satisfying the Unipart Logistics project board that seven areas of responsibility were covered adequately including confirmation that expected benefits were being seen.



"This is a tremendous achievement; we now have cost savings, improved processes, accuracy and administration benefits for our employees and managers. We have seen so many benefits within the first year that we are keen to roll-out the system to our other sites."

Paul Bateman, Project Systems Consultant
Unipart Logistics.

"I was amazed at how little 'noise' we heard about the changes – this is a testament to the quality of the system build and the benefit that the processes our people are now following are bringing to the business".

Chris Taylor, Project Manager
Unipart Logistics.

The project kicked off with business process, customer requirements and interface design workshops to ensure a full understanding of design requirements and customer needs. The software was configured to meet the specifications and was set up as a pilot at the SMART offices for the Unipart Logistics team to experience use of the system prior to installation.

Success at Cowley

The Cowley implementation went to plan with administration and configuration level training delivered and registration of all users completed on the biometric hand readers. Data migration from the previous PAT system and other sources to SMART eHL was described as 'easy' by the Unipart Logistics project team and came in under budget.

Chris Taylor, Project Manager, said *"I was amazed at how little 'noise' we heard about the changes – this is a testament to the quality of the system build and the benefit that the processes our people are now following are bringing to the business"*.

Just a few months after go live Unipart Logistics reported that absenteeism fell by 5% from Quarter 1 to Quarter 2. This improvement in absenteeism was described as representing a 'six figure saving per year'; by Andy Mair – Finance Manager. It was also reported that lateness has dropped dramatically.

Financial Benefits

- 1st year payroll savings in the region of £145,000.
- £80,000 saving through automated recording of absence exceptions and sickness deductions
- 57% reduction in the cost of absence management

Day-to-Day Benefits

- Streamlined and standardised policies & procedures removed duplication and improved administration of holidays, sickness and absences.
- Average Team Leader administration time reduced from 30-40 minutes to 10-15 minutes per day
- Full visibility for Managers of their teams through exceptions and reporting.

SMART e-kiosks were installed across the Cowley site to enable employees to view holiday entitlement, rosters, overtime payments, deductions, and to request holiday and absence in advance – leading to a reduction in central administration time and costs.

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Paul Bateman, Project Systems Consultant
Unipart Logistics.

Automated Payments

The usually complex area of payments has now been fully automated with; shift premiums, call out premiums, weekend disturbance and bank holiday payments now automatically calculated by the SMART system. Use of EDI agency billing has also been introduced ensuring 100% accuracy in the recording and payment of true hours worked by agency personnel at Cowley, who are all on the SMART system, further helping to reduce administration time. Unipart Logistics has the added security of being able to run full audit reports in the knowledge that the biometric hand readers provide 100% accurate time recording.

Summary

Paul Bateman, Project Systems Consultant summaries the success, *"This is a tremendous achievement; we now have cost savings, improved processes, accuracy and administration benefits for our employees and managers. We have seen so many benefits within the first year that we are keen to roll-out the system to our other sites. Previously our absence rate was 5.8% and a year on this has dramatically reduced to 3.6%. Based on the success at Cowley, we expect the roll-out at our Airbus site to be completed within two months; we then hope to repeat this at our Burdon Group site within the same timescales. The current system at Burdon takes a total of 8 hours and 20 minutes to book PAT, whereas our SMART users have achieved a reduction to less than an hour a week. Unipart is committed to lean and continuous improvement, which is why we constantly keep such things under review."*

SMART

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Making People Count.