

Robert Wiseman Dairies Ltd.

Accurate hours streamlines employee attendance and saves management time at Wiseman Dairies.



Founded in 1947 by Robert Wiseman Snr. in East Kilbride, Wiseman Dairies now supplies 30% of the milk in the UK. With 37 sites across the country, the company's distinctive black and white trucks can be seen making deliveries every day of the week.

As the company has grown, so too has the need to manage employees working hours. Each site is treated as a separate operation with managers having responsibility for profit and loss. This includes dealing with HR issues and running their own payroll. By 2006 the company's previous time and attendance (T&A) system was becoming very complicated for managers to use and was no longer meeting requirements. Having assessed systems from four vendors, SMART was selected for its flexible, web-based system approach and its ability to deliver an easy to use solution to a complex business requirement.

Robert Macadam, Personnel Systems Support Manager at Wiseman Dairies, who has over 20 years experience in various roles at Wiseman explained, *"We wanted to simplify the process for our managers. With SMART our managers don't need to worry about payroll rules and regulations, all the complexities are handled by the system behind the scenes. There are many additional elements within the SMART system that save our managers time, and all information is collated so that head office can get an overall picture."*

SMART Time & Attendance is installed at the company's 37 sites from Northern Scotland down to Cornwall, with employee numbers ranging at each site from around 40 to over 700. Across the company approximately 4,400 weekly paid staff clock in and out using biometric hand scanners. Initially there were some concerns, particularly in the dairies, about hygiene, however, the provision of hand sanitizer gel soon resolved the issue. The SMART system also provides extensive access control across every site for barriers, turnstiles and doors.

Time & Attendance Benefits

- Eliminates manual time sheet systems ensuring accurate payroll data
- Enables faster, more efficient rostering and payroll administration
- Eliminates the frame work for fraud
- Frees up staff for other duties
- Dramatically reduces post-payroll run queries by staff
- Contributes to *Flexible Working* arrangements
- Improves morale by providing transparency to both staff and managers fill methods

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Flexibility that makes complex requirements simple

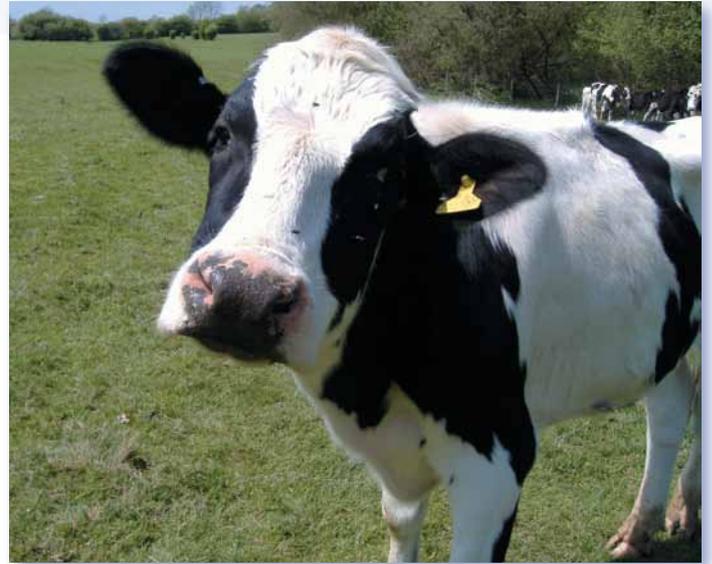
The design and implementation of the SMART system gave HR the ideal opportunity to review the number of shift patterns in use by the company. The result was that 8000 shift patterns were reduced to just 1200. This has streamlined shift allocation and saved time for managers. In most cases a shift can always be found to meet requirements, however, should a manager need to create a new shift, the flexibility of the SMART system means that it can be created in-house, rather than relying on a consultant from SMART.

About the initial implementation of the system Robert Macadam commented; *“The roll out took longer than we expected, as the project was more complicated and threw up several unexpected issues. However, SMART were able to deal with all of those issues, and the support we have received, both during implementation and since has been excellent.”*

As well as simplifying the process of collecting employee hours, allocating shifts, and providing access control, the SMART system enables managers to run multiple exceptions. For example, if overtime payments need to be authorised for 50 people this can be approved in one process, rather than individually, as would have been the case with the old system.

Accurate hours support compliance

A large portion of the workforce that use SMART Time & Attendance are drivers and are subject to strict rules and regulations regarding their working hours. The SMART system calculates the hours worked each day and week, and alerts managers if there is a breach of working time regulations. Managers find this a real bonus, as previously there was no quick and easy way to work out how many hours a driver had worked. A supplementary report shows the location of the drivers, which again is very useful for the managers.



As well as logging hours worked, SMART Time & Attendance has also been invaluable to the company for holiday management. The system alerts managers when staff have taken their full holiday entitlement, and will not sanction any further paid holiday. This feature has saved the company many hours of management time, as previously if a member of staff did take too much holiday, the monies had to be recovered, which was a time consuming process for payroll, the manager, and understandably, it lead to conflicts with some employees.

Robert Macadam concluded; *“There are many features within SMART Time & Attendance that saves time for both payroll and our managers. Simplified allocation of shifts, streamlined and accurate collection of hours, working time regulations, and holiday management save the company time and therefore money. The management of hours for payroll is a job that is often seen as a chore and yet is absolutely vital to the smooth running of the business, has been made much quicker and easier for the whole company thanks to SMART.”*

About Robert Macadam

Robert has worked for Wiseman Dairies for over 20 years in a variety of roles. Before leading the project to implement SMART Time & Attendance and Access Control across the company, Robert was site manager for the Manchester distribution centre.

SMART

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Making People Count.