

# Board #1: Timecard Improvement Starts with All of Us

Timecard Improvement Project Storyboards

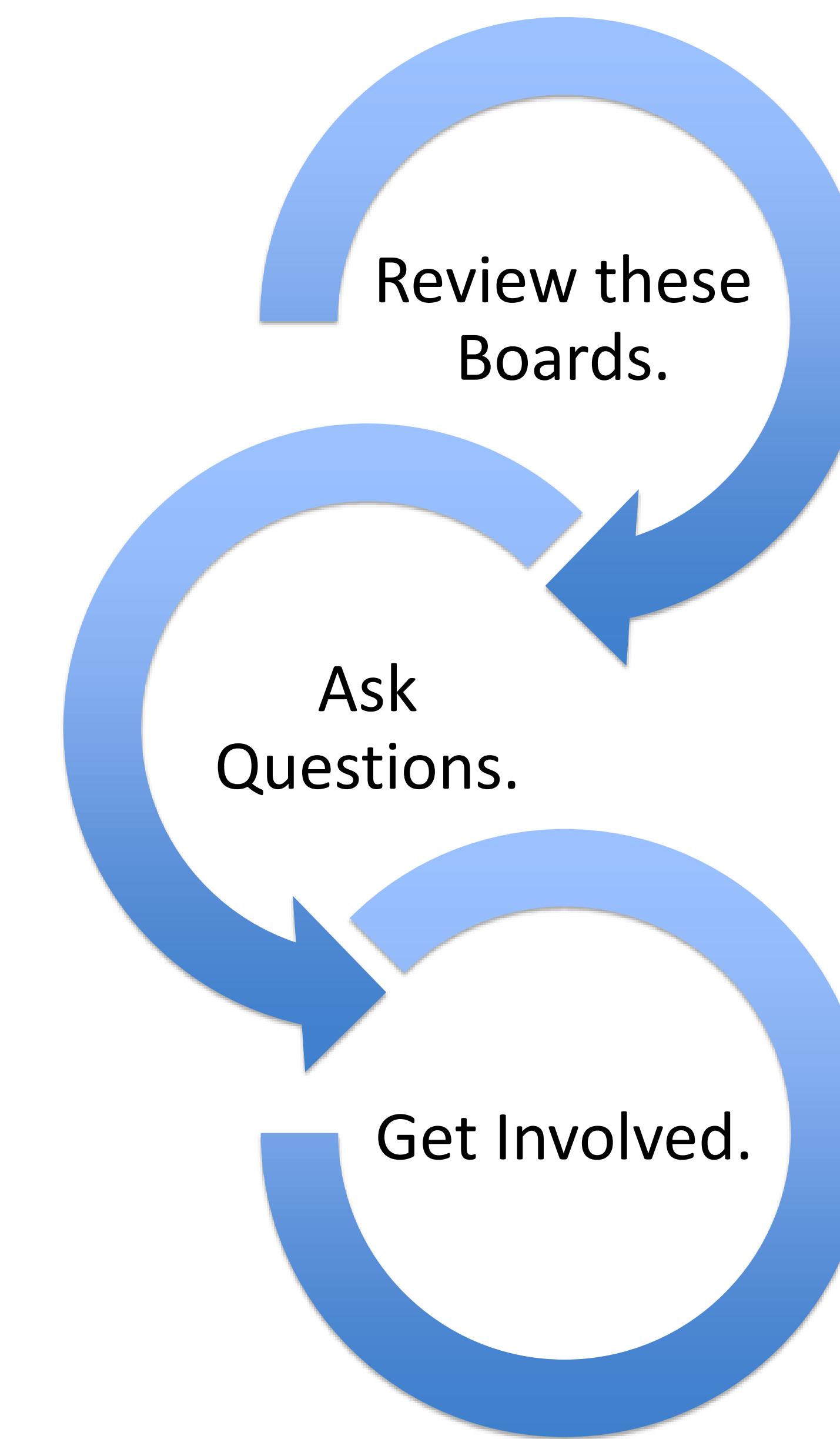
## It's Time for a Change



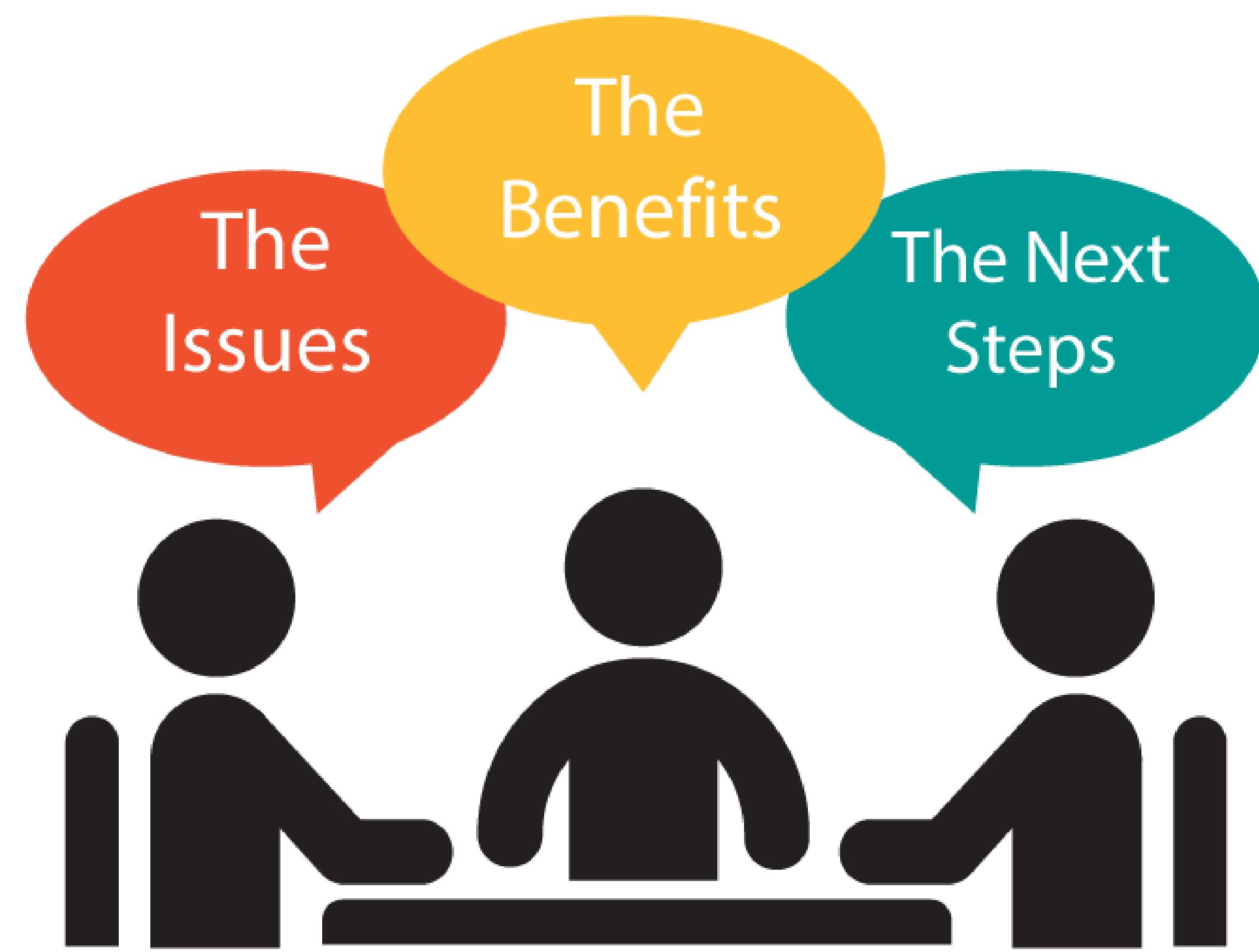
## Timecard Improvement Touches All of Us



## How to Use these Boards



## Here's the Conversation So Far



Paper timecards have been letting us down. Clerks, crew members, shop heads, and managers alike have shared their opinions through meetings and the timecard feedback survey.

We all agree: it's time for a change.

The purpose of these storyboards:

1. To acknowledge and address the feedback and concerns gathered earlier.
2. To introduce the next steps in timecard improvement.

The goal: To include everyone in the process of improving our current timecard process, because timecards affect everyone at Building Operations.

1. **Review these storyboards:** these are based on feedback received from crew members, shop heads, and managers to date. Use them to understand where we're headed.
2. **Ask questions:** If you have any questions about what you see, share them with Pearle. They'll form the basis of our ongoing FAQ (see Board #4 for details).
3. **Get involved:** There will be ways to get involved with this project as we move towards implementation. See Board #4 for more.

The following boards represent:

- The issues and concerns staff have identified with our current timecard process – what we want to change and how;
- How we can benefit from improving timecards; and;
- The next steps - how we can get to where we are to where we need to be.

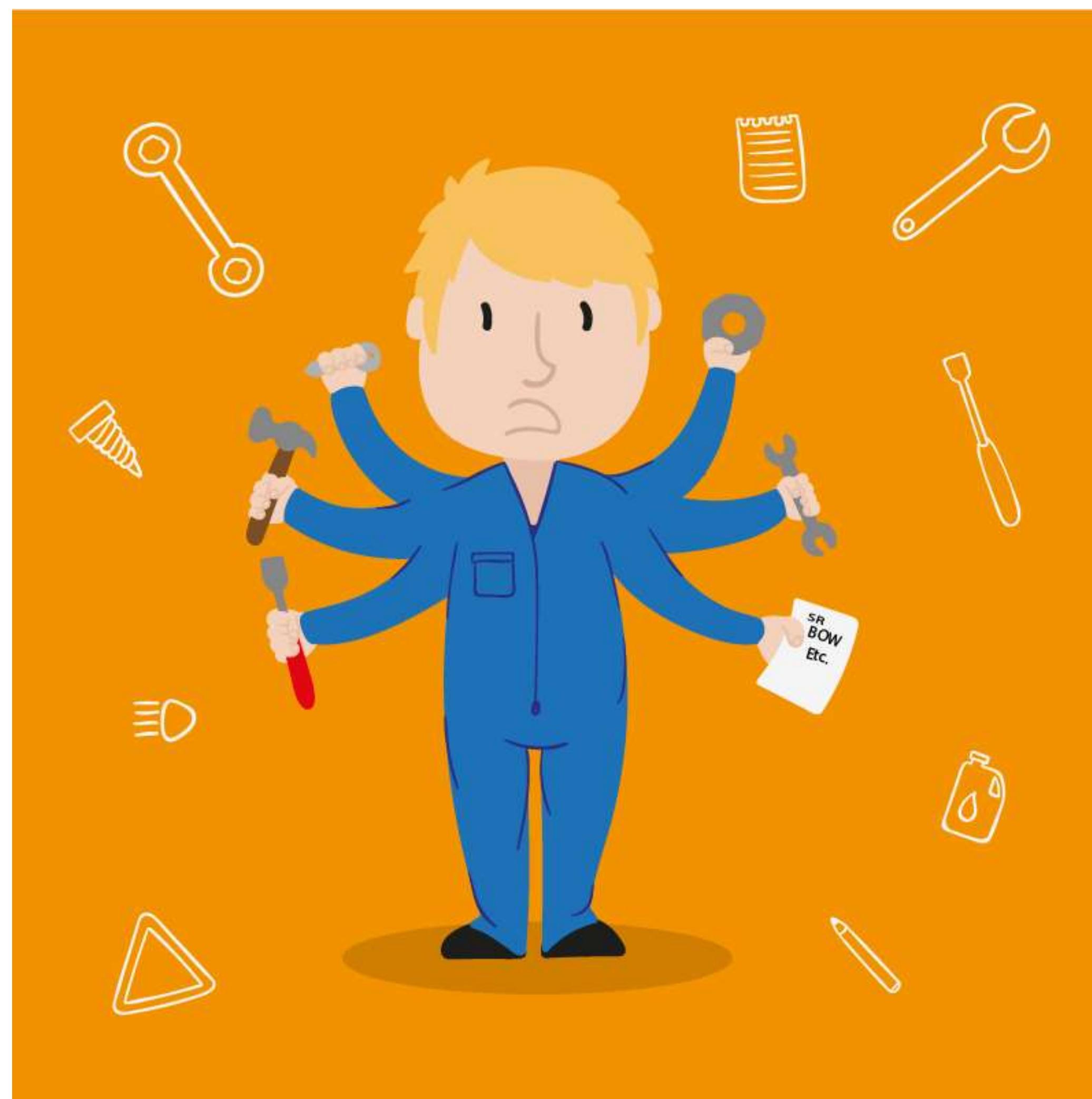
# Board #2: The Problem with Paper Timecards

Timecard Improvement Project Storyboards

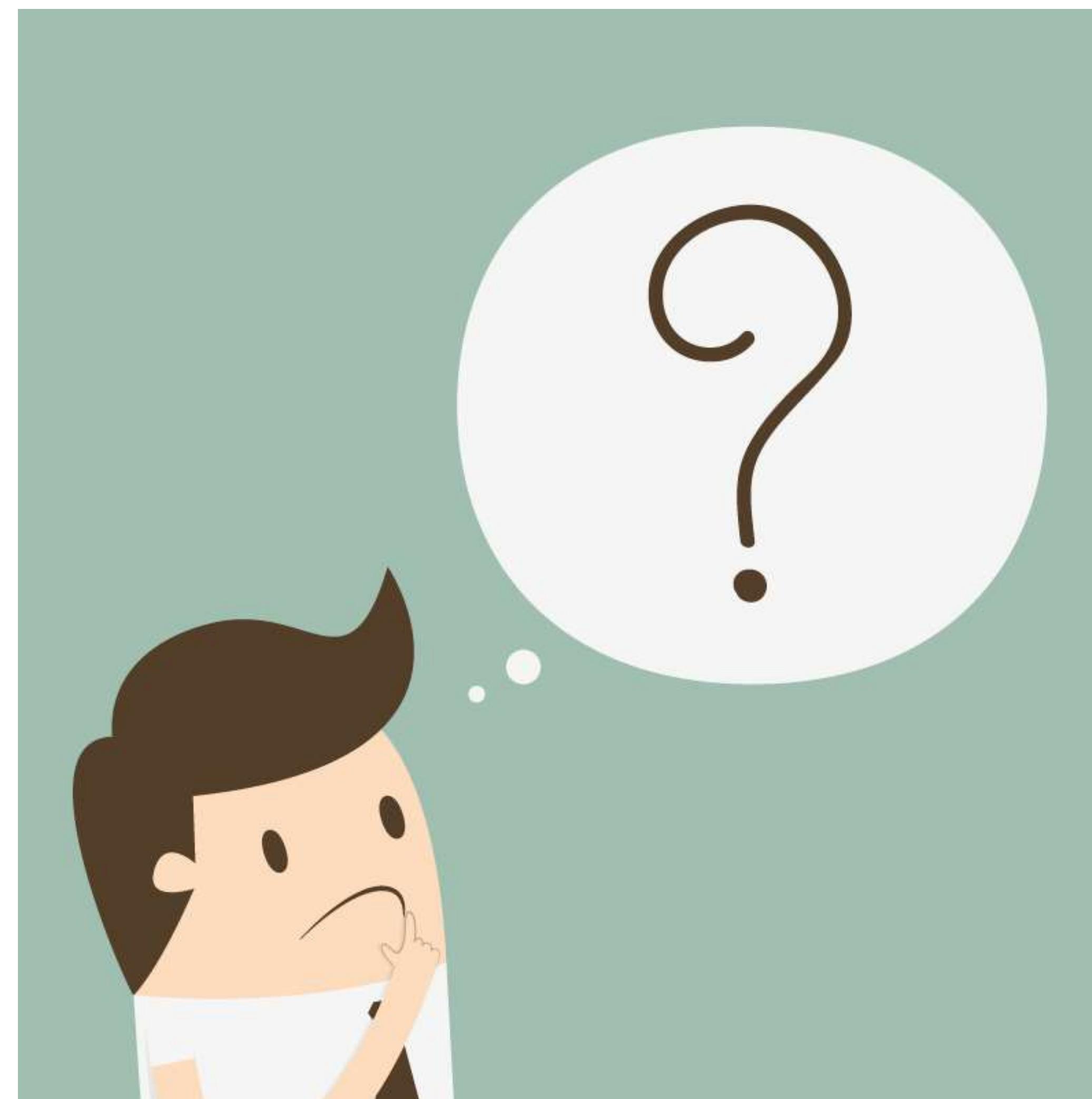
## Paper Timecards are a Manual Process



## Paper Timecards are Prone to Data Errors



## Paper Timecards Make it Hard to Keep Track of Time and People



## Paper Timecards are a Mountain of Work



We use paper timecards across Building Ops to:

1. Ensure employees are compensated for time spent at work.
2. Keep track of and manage vacation hours, sick time, etc.
3. Confirm overtime hours are correct and paid out/banked appropriately.
4. Track labour hours.

We want and need this information, but because we're still using paper timecards, keeping track of it all is a manual, labour-intensive process, and is at the root cause of a number of challenges, as indicated by your feedback.

One of the top concerns received was that it was not simple to fill out timecards, especially Work Orders.

To fill out a timecard, staff have to keep track of a lot of information at the same time: what Work Order to charge to, what time code to use, how much time was spent on a job, etc. This is on top of actually performing the work we're here to do.

It's hard because timecards are manual, making it easy to submit incorrect information – wrong codes, wrong Work Orders - resulting in errors in time data.

Another key concern was that we can't rely on paper timecards to keep an accurate headcount of who is here and who isn't on any given day.

This poses a safety issue, and we have to rely on shop heads and managers to keep track instead. This could make things difficult for staff in an emergency.

Our current processes also make it hard for staff to check how much vacation time, sick time, and banked time we have.

When time data is hard to access, it's too hard to be efficient and too easy to make mistakes.

Another key concern was that current timecard processes are labour-intensive. A single timecard is handled by a person at least 7 different times in order for it to be processed. We do this for over 600 timecards every day.

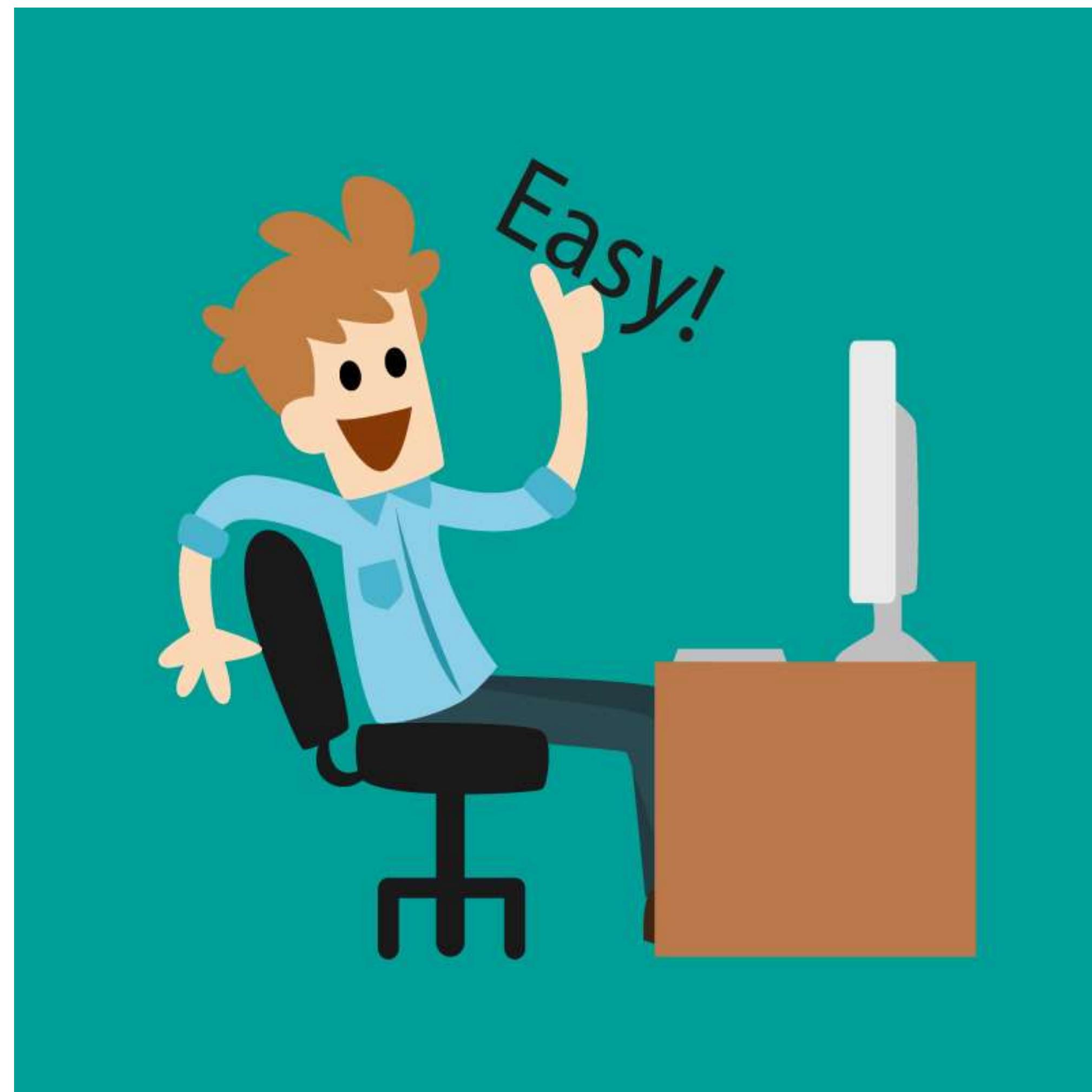
It's no surprise that processing timecards is an administrative task that requires a huge amount of human effort – the equivalent work for 13 full time employees.

These are some of the reasons we are embarking on an initiative to improve the timekeeping process away from a manual one to one that is more automated and easy to use.

# Board #3: How can Timekeeping Improve?

Timecard Improvement Project Storyboards

## Make it More Automated



A top feature request was to automate and streamline the process more.

There are software solutions that can reduce or eliminate many of our manual processes by filling out important information automatically.

This means less time needed to fill out timecards, less time fixing any mistakes down the line, giving us more time to do the work we're here to do.

## Make it Simple & Easy to Use

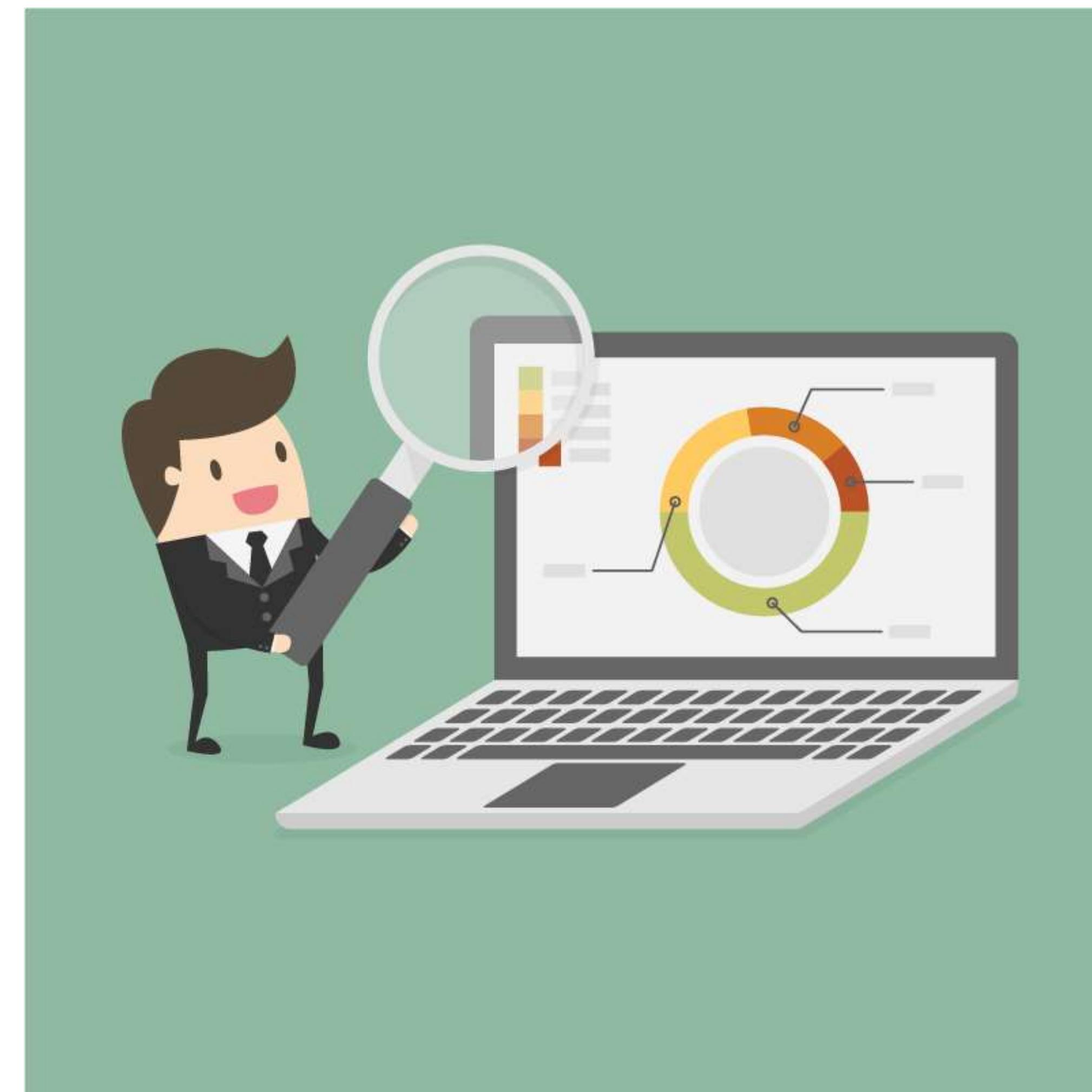


The most-wanted feature request was to just keep things simple and easy to use.

There are solutions that can keep track and integrate labour hours, Work Orders, and other pieces of time data together, freeing staff of the need to keep track manually.

For some, this improvement could make the process of keeping track of time as simple as clocking in and clocking out each day.

## Make it Transparent

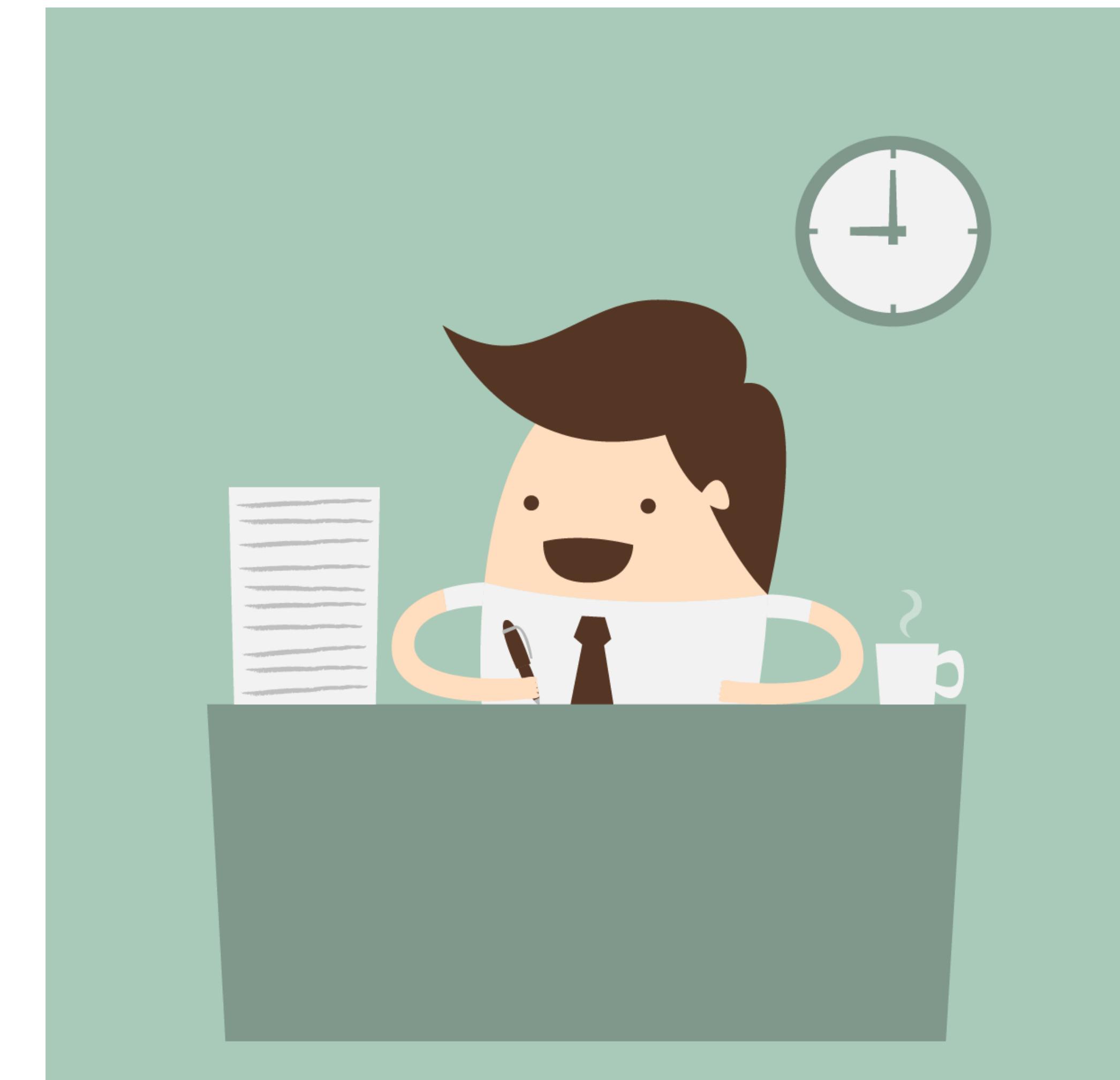


Another requested feature was to make our time balances easy to check and review.

There are solutions that can make your time data easy to review, whenever you want. Checking vacation balances, sick time used, banked hours can be as easy as logging onto a computer or looking at a time clock terminal.

That way, you'll never had to guess or wonder about your time balances, and you can review it whenever you want.

## Make it Simple & Easy to Manage



Another important feature request was to make it easy to manage.

There are solutions that can make it easier to see who is working, who is sick, and who's on vacation. This means Shop Heads and Managers can have a better understanding of staffing levels, and spend less time trying to keep track of everyone manually.

Timekeeping solutions could also help us manage and track temporary promotions, overtime hours, making it easier to manage.

# Board #4: What Happens Next?

Timecard Improvement Project Storyboards

## Selecting a Vendor



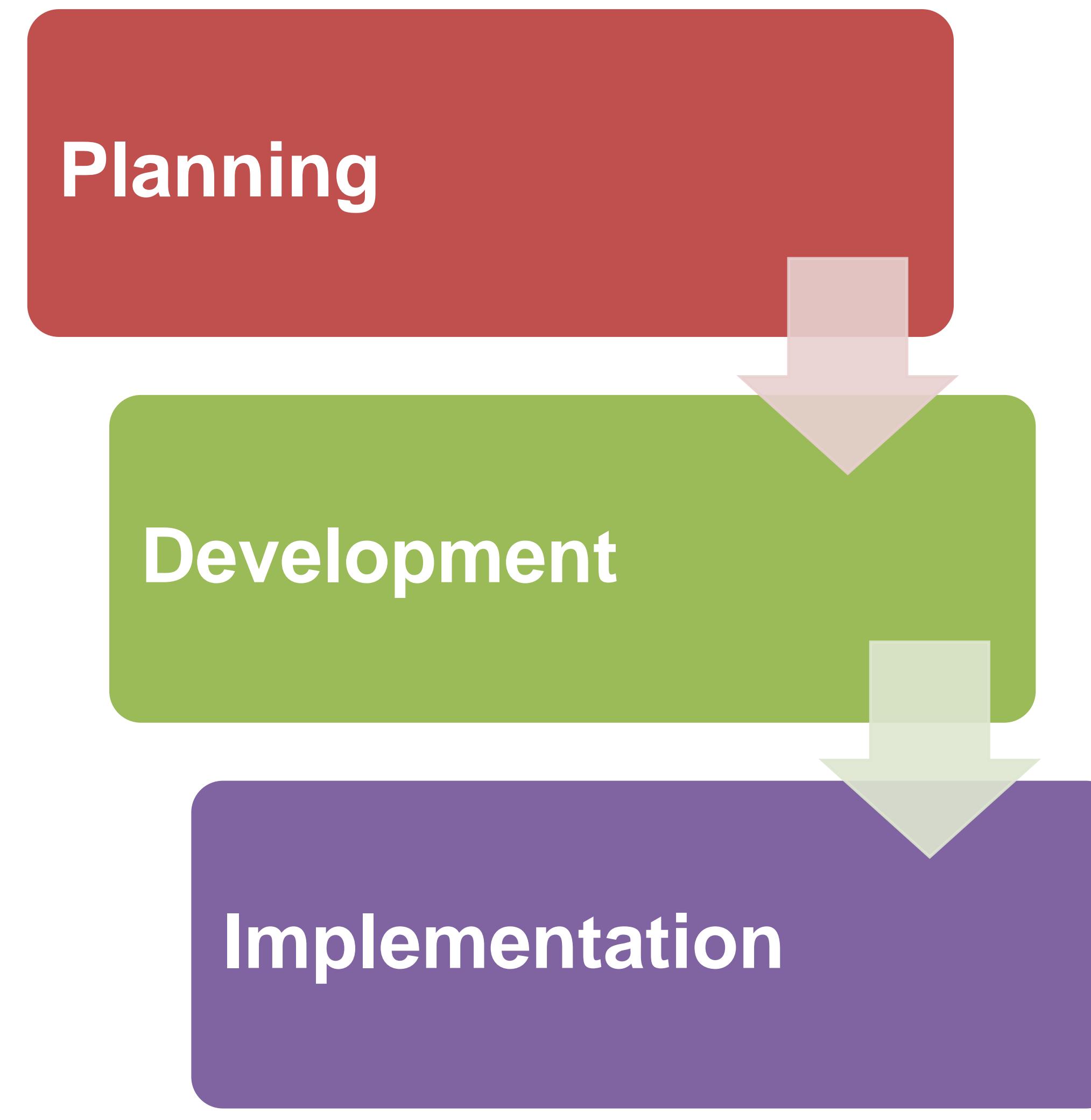
## Develop a Solution that Suits our Needs



## Where You Can Get Involved



## Where Do We Go From Here?



With everyone's feedback and concerns gathered, we are selecting a vendor who can provide us with the solutions we need to accurately record time data.

The next step will be to work with them to have them understand the timekeeping needs of our crew members, shop heads, managers, and our department.

With a vendor selected, we will begin planning to develop and implement a software solution that addresses our needs.

Among our key tasks will be to accurately transcribe our current business rules on timekeeping, found in documents like our collective bargaining agreements and policies, into software language.

Another key part of the solution is making sure everyone has the answers they need to their questions about timecard improvement. You can help with this by participating in important activities like:

- **Our FAQ**, where everyone can see the questions and their answers about these boards and the project. Get your questions to Pearle for answers and they'll be posted at [buildingoperations.ubc.ca/staff/projects-programs](http://buildingoperations.ubc.ca/staff/projects-programs)
- **Working Groups**, where crew members, shop heads, and managers can provide their input on key questions.
- **Pilot Programs**, where the solution is tested in the real world by our staff.
- **An Open House**, where the vendor can share information on how the solution will work, to our staff.

The Timecard improvement Project is currently underway.

From here, we'll develop the software with the vendor. Then, we'll implement it with a pilot program, where specific shops use could begin in late 2017/early 2018.

Depending on the success of our pilot program, and on feedback from staff, implementation will widen to include more shops in 2018.