

A large sphere composed of many triangular facets in various shades of orange, purple, and blue, located in the upper left corner.A circular inset image showing four people in business attire sitting in blue armchairs in a modern office setting with large windows.

Beat the “Great Resignation” with Process Improvement

Erik Hille

Solutions Marketing Director



Agenda

What is the Great Resignation

Why does it matter?

The role of process automation

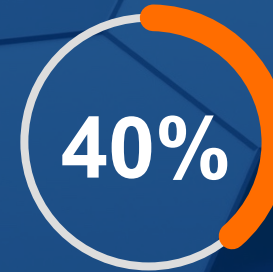
Use cases & examples

What is the Great Resignation?

Employee are voluntarily leaving their jobs at historic rates

“The decisions of millions of workers to quit their jobs during the pandemic. In November 2021 alone, a record 4.5 million American workers left their jobs, bringing the 12-month total to 68.7 million, according to the U.S. Bureau of Labor Statistics.

Source: <https://today.tamu.edu/2022/02/11/the-texas-am-professor-who-predicted-the-great-resignation/>



of the global workforce looking to quit in the next 3-6 months

Source: <https://www.mckinsey.com/featured-insights/themes/to-quit-or-not-to-quit/>, July 24, 2022

This is a GLOBAL issue

Original observations used US Labor statistics, but this is a global phenomenon

Number of resignations in **France** during the Q3, 2021, was the highest on record dating back to 2007.



Higher rate of job switching compared to pre-pandemic average in Australia

<https://www.cnn.com/2022/03/30/economy/great-resignation-uk-australia-europe/index.html>

Why are people leaving

Pay too low

63%

No opportunity for advancement

63%

Feel disrespected at work

57%

Childcare issues

48%

Not enough flexibility with respect to hours

45%

Source: <https://www.pewresearch.org/fact-tank/2022/03/09/majority-of-workers-who-quit-a-job-in-2021-cite-low-pay-no-opportunities-for-advancement-feeling-disrespected/>

...but it isn't just "resignation"

Influx of employees between 57 to 75 age have taken early retirement

Since pandemic nearly **2 million** older workers retired early

<https://www.aarp.org/work/careers/pandemic-workers-early-retirement/>

2x

Baby Boomers were retiring at twice the rate of previous years.

<https://www.pewresearch.org/fact-tank/2020/11/09/the-pace-of-boomer-retirements-has-accelerated-in-the-past-year/>

Deep Ramifications for Your Business

- Turnover costs - Increasing cost basis for labor
- Organizational readiness - Reduces business effectiveness & efficiency
- Knowledge Debt - Eroding process knowledge needed to manage the business

For some industries,
accelerates
an already
critical labor
shortage
issue

Some Free Advice

- Hesitate before reducing headcount
- Be wary of early retirement
- Review top performers & incentivize
- Scale up recruiting capabilities – process efficiency opportunity



Changing your approach to process management

Little has been done to automate the business processes themselves

Companies largely use manual approaches to automate business processes



Companies have some sort of digital transformation project

Source: Unlocking Success in Digital Transformation, McKinsey, October 2018



Companies implement process automation at scale

Source: The imperatives for automation success, McKinsey, August 2020

Process Management

Improve company performance by **managing** and **optimizing** business processes

Managing

- Documentation
- Governance



Optimizing

- Reengineering
 - Eliminate
 - Combine
 - Rearrange
 - Simplify
- Automation



Process Management Lifecycle

1. Plan

1. Process framework
2. Prioritization
3. SME identification and training

2. Execute

1. Build
2. Review
3. Publish

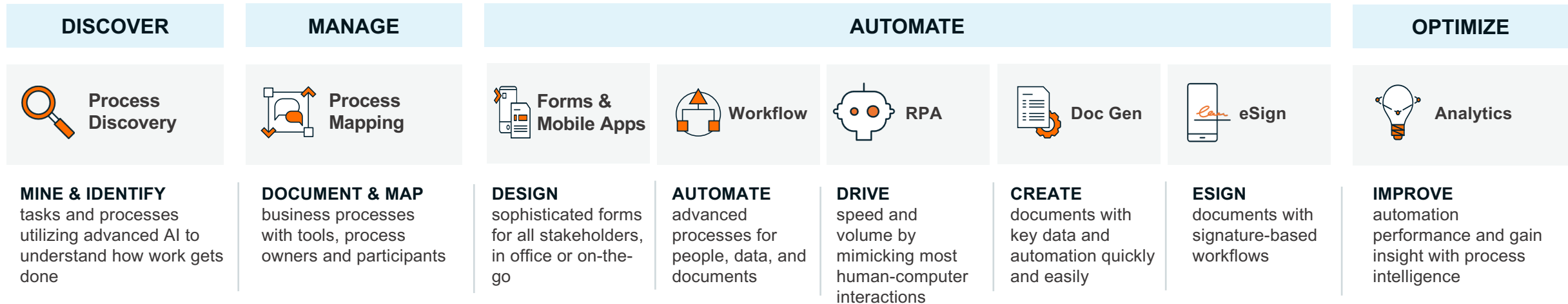
3. Continuous Improvement

1. Consume
2. Optimize
3. Republish



Nintex Platform

Easy-to-Use. Powerful. Complete.

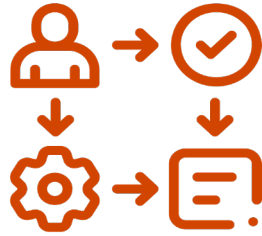


Shared Platform Components

Analytics | User Management | Security | Governance

Xtensions | System Orchestration | Connections & APIs | Template Gallery

How can automation help address business risks



**Accelerate
Onboarding**



**Reduce “Tribal”
Knowledge**



**Single, accessible
source of process
truth**



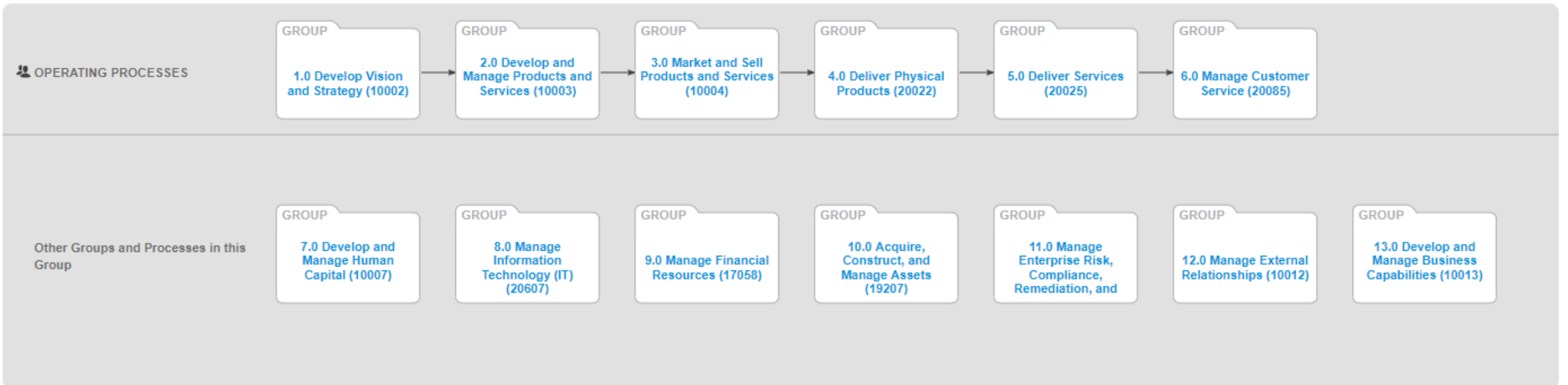
The Process Management Lifecycle

Plan

Process management is executed within a framework

- Cross functional example (APQC)

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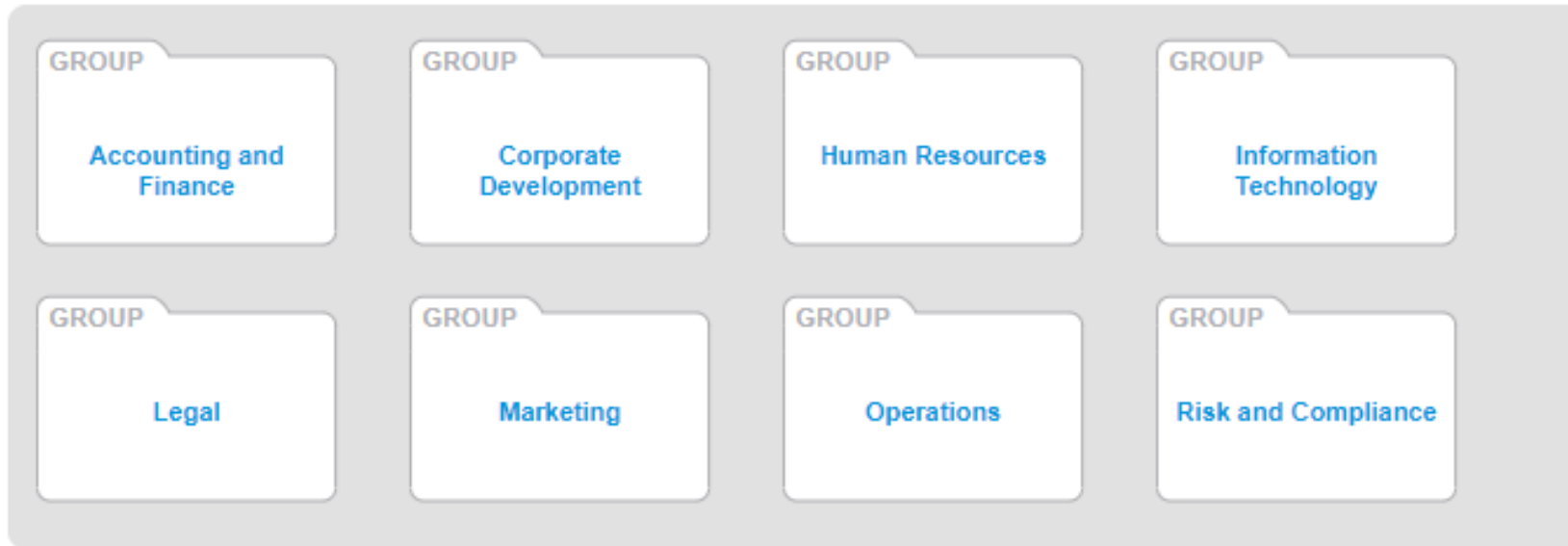


The Process Management Lifecycle

Plan

Process management is executed within a framework

- Functional department example



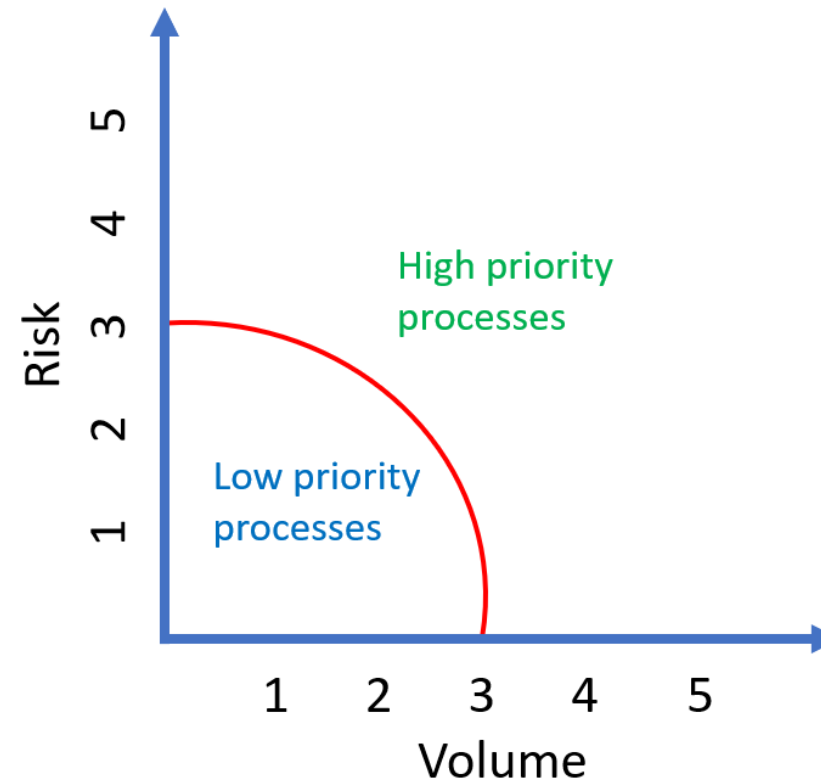
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The Process Management Lifecycle

Plan

Prioritize processes to be documented first

- A decision matrix can help



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The Process Management Lifecycle

Plan

Establish governance for critical processes

- Owners & experts build & manage the process - need both process know-how and willingness to share
- Train on process writing techniques and mechanics

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Summary

Feedback

Change Log


Documents

Targets


Systems

Tags

@Todo



Process Expert:
Lindsey Bradfield



Process Owner:
Richard Holmes

Process Objective: Obtain executed agreement with new client and prepare for onboarding.

Next Review Date: 11 Dec 2020

Nintex Promapp™ : Full Onboarding

Transform your business operations.

Our methodology supports you across the four phases of Nintex Promapp deployment, to ensure the best possible adoption:



1. Discover and plan

Facilitated discovery and planning sessions



2. Enable and train

Remote and on-site training and enablement



3. Execute

Start of deployment



4. Engage and embed

Process management embedded as a core capability

The Process Management Lifecycle

Execute

Owners & experts map the process

- Nintex process mapping enables quick process development
- Processes are rapidly published into the business

1. Plan

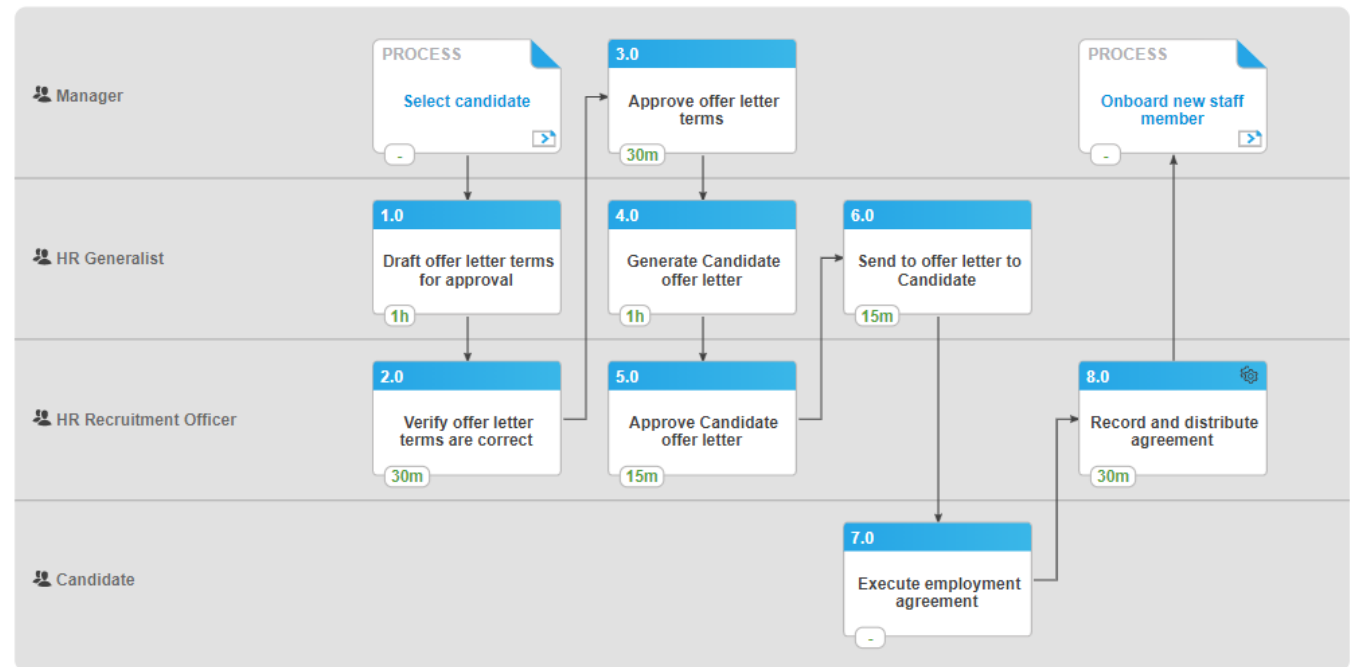
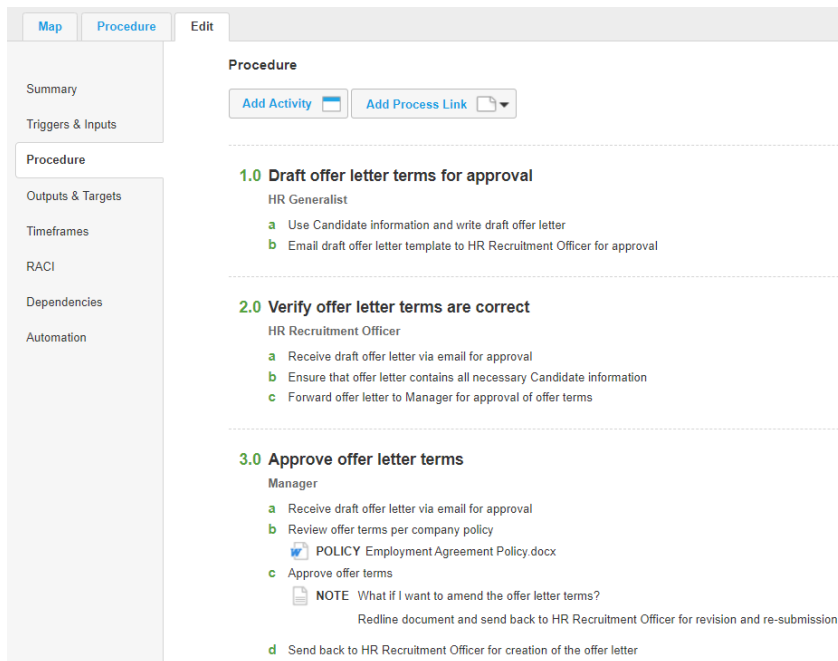
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The Process Management Lifecycle

Continuous Improvement

Process does use & improve the process

- Standard playbooks reduce variation & defect
- Users reference & benefit from defined standards
- Users share their knowledge through process feedback

1. Plan

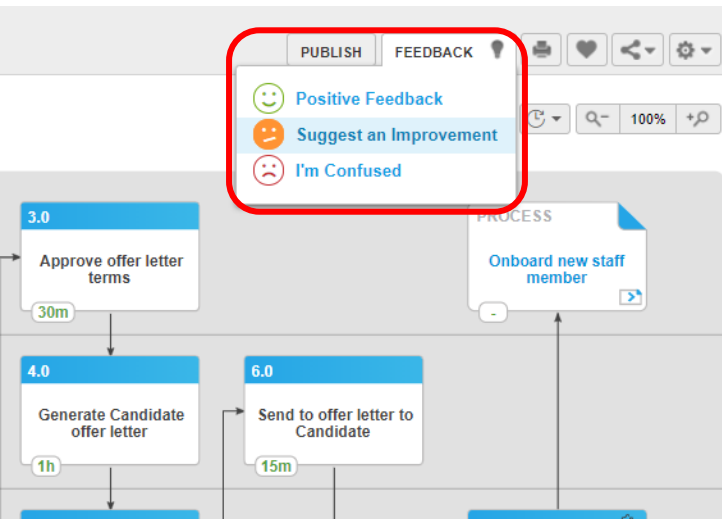
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A screenshot of the Nintex interface. At the top, there's a navigation bar with tabs: 'Summary', 'Feedback', 'Change Log', 'Documents' (with a '1' badge), 'Cycle Cost' (\$148.44), 'Systems' (with a '1' badge), 'Tags' (with a '5' badge), and '@ToDo'. Below this is a section titled 'FEEDBACK / RESPONSES' with an 'ACTION' column. Two feedback entries are visible:

- Entry 1:** A green smiley face icon. Text: 'Thank you for documenting this process! It is so helpful to have a standard playbook in one central location!'. Date: '03 Nov 2020'. User: 'Publisher Jane Kuiper'. Actions: 'Raise Ticket', 'Respond', 'Delete'.
- Entry 2:** An orange frowny face icon. Text: 'Creating an offer letter template would speed up the process at Activities 1 & 2 and reduce the potential for defects.'. Date: '03 Nov 2020'. User: 'Editor Henry Thomas'. Actions: 'Raise Ticket', 'Respond', 'Delete'.

The Process Management Lifecycle

Continuous Improvement

Process is reengineered to be more efficient

- Owners & experts make process design changes
- Process improves as a result of reengineering
- Updates are published into the business and stakeholders notified

1. Plan

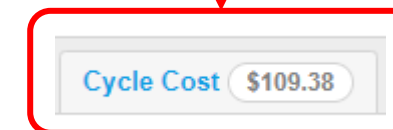
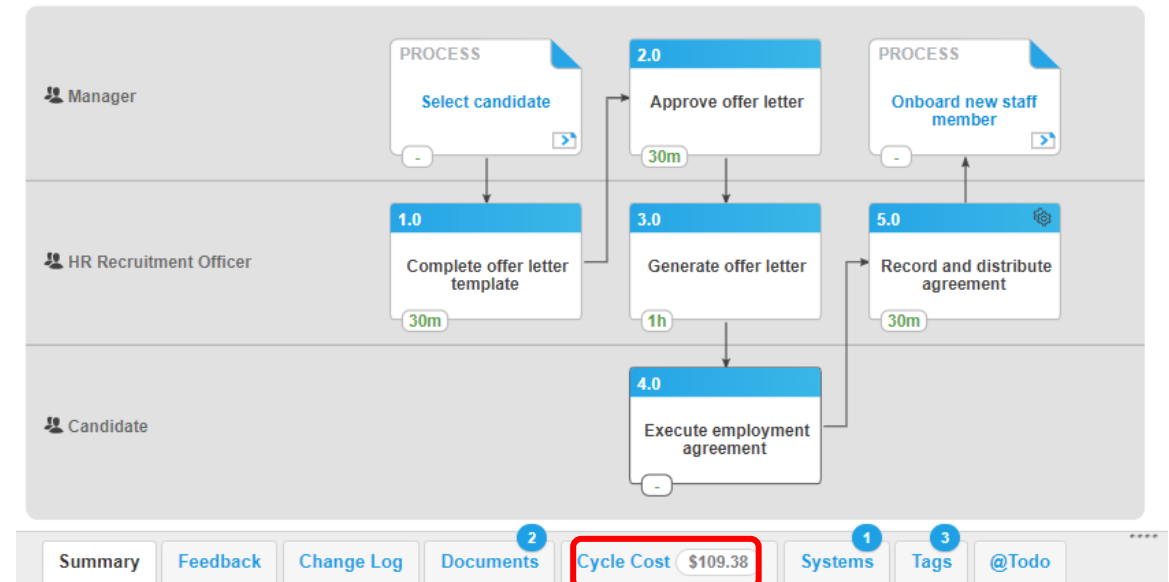
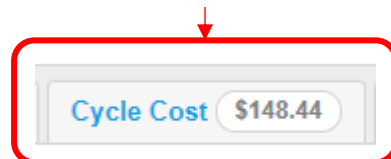
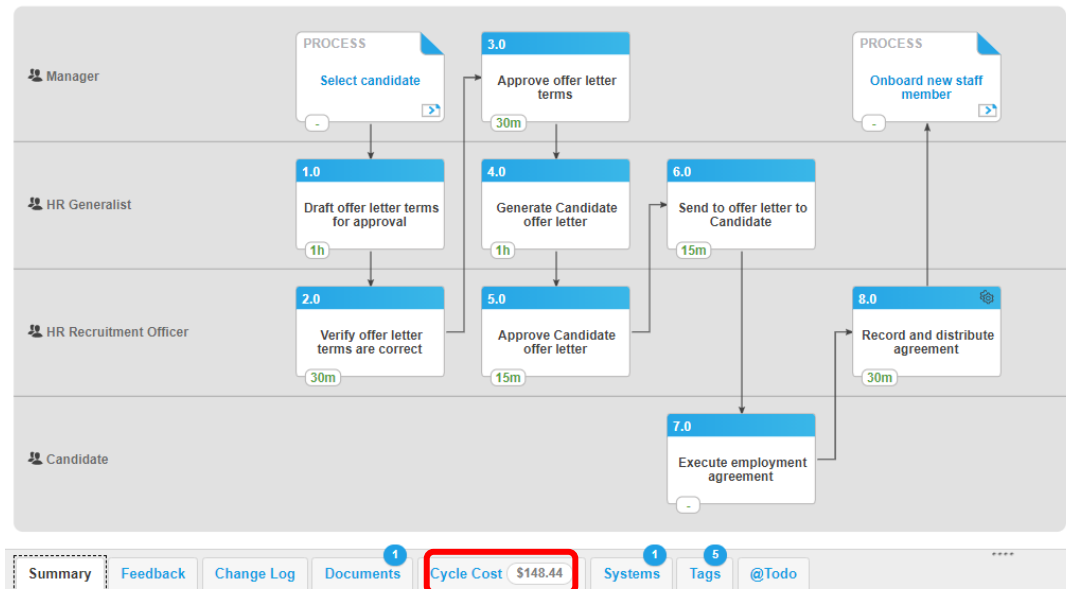
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The Process Management Lifecycle

Continuous Improvement

Future state = automation

- Identify manual tasks that can be automated
- Generate workflow through NWC integration
- Process improves and updates are published into the business

1. Plan

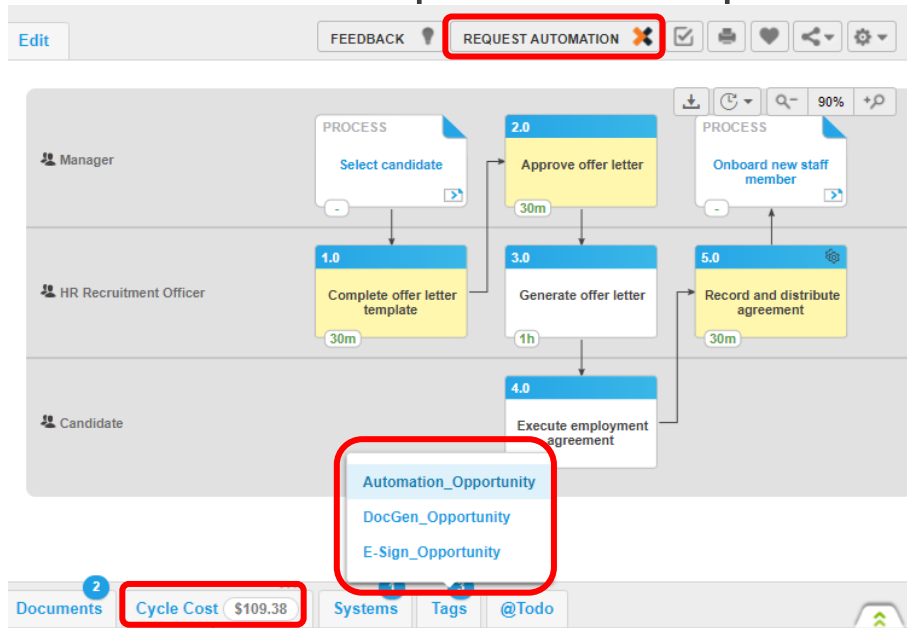
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The Process Management Lifecycle

Continuous Improvement

Tracking improvements over time

- Show the ROI from process documentation and management

Summary Feedback Change Log Documents 1 Cycle Cost \$148.44 Systems 1 Tags 4 @Todo				
Activity	Active Time	Resource(s)	Ave Cost/Hr	Cost
* Select candidate	-	Manager	(excluded)	(excluded)
1.0 Draft offer letter terms for approval	1h	HR Generalist	\$31.25	\$31.25
2.0 Verify offer letter terms are correct	30m	HR Recruitment Officer	\$41.67	\$20.83
3.0 Approve offer letter terms	30m	Manager	\$52.08	\$26.04
4.0 Generate Candidate offer letter	1h	HR Generalist	\$31.25	\$31.25
5.0 Approve Candidate offer letter	15m	HR Recruitment Officer	\$41.67	\$10.42
6.0 Send to offer letter to Candidate	15m	HR Generalist	\$31.25	\$7.81
7.0 * Execute employment agreement	-	Candidate	-	-
8.0 Record and distribute agreement	30m	HR Recruitment Officer	\$41.67	\$20.83
* Onboard new staff member	-	Manager	(excluded)	(excluded)
4h *		CYCLE COST \$148.44		
		ANNUAL VOLUME 250		
		TOTAL ANNUAL COST \$37,109.38		

V1 - \$37,109

1. Plan
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The Process Management Lifecycle

Continuous Improvement

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Summary	Feedback	Change Log	Documents	Cycle Cost	Systems	Tags	@Todo
Activity	Active Time	Resource(s)	Ave Cost/Hr	Cost			
* Select candidate	-	Manager	(excluded)	(excluded)			
1.0 Complete offer letter template	30m	HR Recruitment Officer	\$41.67	\$20.83			
2.0 Approve offer letter	30m	Manager	\$52.08	\$26.04			
3.0 Generate offer letter	1h	HR Recruitment Officer	\$41.67	\$41.67			
4.0 * Execute employment agreement	-	Candidate	-	-			
5.0 Record and distribute agreement	30m	HR Recruitment Officer	\$41.67	\$20.83			
* Onboard new staff member	-	Manager	(excluded)	(excluded)			
2.5h *				CYCLE COST	\$109.38		
				ANNUAL VOLUME	250		
				TOTAL ANNUAL COST	\$27,343.75		

V1 - \$37,109

V2 - \$27,343

The Process Management Lifecycle

Continuous Improvement

Tracking improvements over time

- Show the ROI from process documentation and management

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Summary	Feedback	Change Log	Documents	Cycle Cost \$33.85	Systems	Tags	@Todo
Activity	Active Time	Resource(s)	Ave Cost/Hr	Cost			
* Select candidate	-	Manager	(excluded)	(excluded)			
1.0 Complete offer letter template	30m	HR Recruitment Officer	\$41.67	\$20.83			
2.0 Approve offer letter	15m	Manager	\$52.08	\$13.02			
3.0 * Generate offer letter	-	UNASSIGNED	-	-			
4.0 * Execute employment agreement	-	Candidate	-	-			
5.0 * Record and distribute agreement	-	UNASSIGNED	-	-			
* Onboard new staff member	-	Manager	(excluded)	(excluded)			
45m *		CYCLE COST		\$33.85			
		ANNUAL VOLUME		250			
		TOTAL ANNUAL COST		\$8,463.54			

V1 - \$37,109

V2 - \$27,343

V3 - \$8,463

Total Savings:
\$28,646

**and this is only
one process!**

Use Case:

Onboarding



Manual provisioning of equipment and user accounts



Added expenses from incorrect software licenses being issued



Lost productivity due to approval bottlenecks for hardware or training



Lost time and money to copy, file, and securely store hard copies of signed documents

Challenge

Sandra started her new role a week ago and is frustrated that she still hasn't received her equipment.



The Nintex solution

After Sandra accepts the offer for her new role, a customized starter pack is automatically sent to her ahead of time.



Based on Sandra's role & requirements, her system accounts are automatically provisioned and Steve in IT is notified to get her laptop and phone ready.



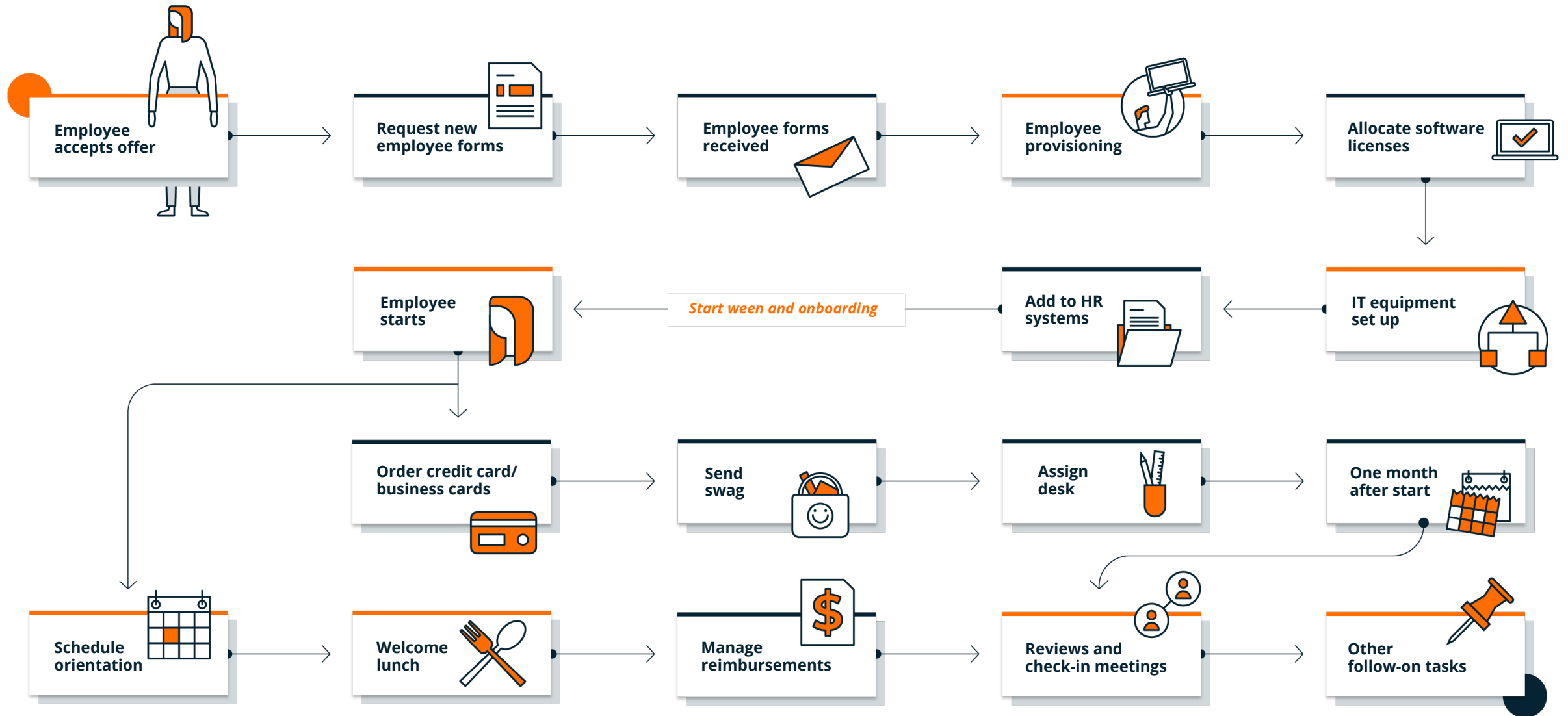
On Sandra's first day, her desk and equipment are ready, and she dives straight into orientation.



The seamless onboarding experience allowed Sandra to hit the ground running, and after a month her high level of productivity, is recognized by her manager.



Use Case: Onboarding





Capital Group

PROFILE

Capital Group is a premier investment management institution that Manages more than **\$2.7 trillion** in equity & fixed income assets for millions of individual & institutional investors across the world

BUSINESS SITUATION

There are a lot of compliance and regulatory considerations in the group's daily work. The company need a more efficient way of documenting and tag processes where compliance controls were required.

SOLUTION

Capital Group documented over 2,000 processes in Nintex Promapp with over 1,300 associates using the tool. This resulted in thousands of hours saved over the past several years. It also established a baseline for continuous process improvement in the organization.

Manages more than **\$2.7 trillion** in equity & fixed income assets for millions of individual & institutional investors

Documented **over 2,000** processes

Saved **thousands of hours** over the past several years

Source: Customer showcase video



The ability for all associates to use the process knowledge captured in Nintex Promapp® is something that is going to bring value to Capital Group for many years to come

Jean Suh

Enterprise Process Lead, Capital Group





McDonald's

PROFILE

McDonald's New Zealand opened its first fast food restaurant in 1976 in Porirua. Today, there are 152 McDonald's restaurants across New Zealand, drawing in one million visitors per week.

BUSINESS SITUATION

Despite having a dedicated tool for managing employment issues, McDonald's New Zealand lacked dedicated processes. This caused issues for the human resources team, which had to balance requirements for all 152 New Zealand restaurants and the daily needs of 9,000 employees. It was also difficult for the company to keep up with the extensive documentation necessary for compliance with hiring regulations, dealing with misconduct and other issues.

SOLUTION

McDonald's tapped Nintex Promapp® as a process management tool and an accessible central storeroom for process information. The simple software allowed McDonald's to keep processes, work instructions and relevant documents in one location.

152 restaurants' HR requirements balanced through Nintex Promapp

Decreased reliance on the HR team

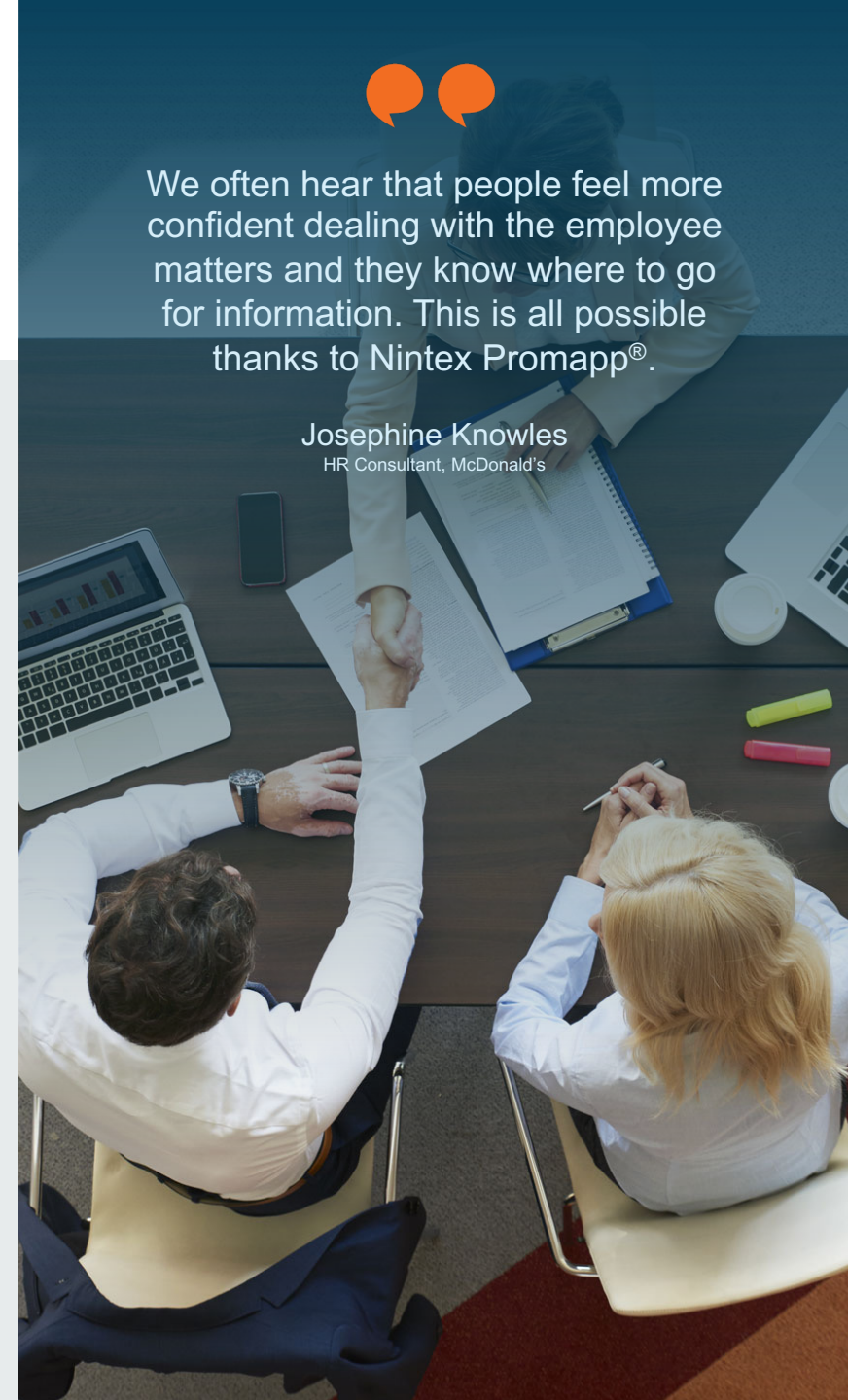
Simplified compliance with changing legislation

Source: Customer showcase video



We often hear that people feel more confident dealing with the employee matters and they know where to go for information. This is all possible thanks to Nintex Promapp®.

Josephine Knowles
HR Consultant, McDonald's





Key Takeaways

Employee mobility is at an all-time high

Traditional approaches to process automation exposes company to HR related risks

Automation can help prevent knowledge erosion & accelerate time to productivity



Thank you

For more information visit:
nintex.com/promapp

