

## Uncover Suspect Workforce Behavior Patterns to Minimize Compliance Risk

Making sure your labor management policies are effective — and that employees and managers are following them consistently — is critical for maximizing profitability and minimizing compliance risk. But monitoring workforce behavior in large, complex organizations can be a formidable challenge. As a result, you spend too much time manually auditing workforce records in an attempt to separate problematic behavior, such as punch editing, retroactive schedule manipulation, and delinquent punches or breaks, from more benign activity. It's like trying to find the proverbial needle in a haystack.

You need a way to quickly identify suspect workforce behavior and better understand how well your labor management policies are working to guarantee accurate pay. After all, if employees and managers aren't managing time properly — whether through intentional misconduct, policy issues, or other reasons — it could impact labor costs, put jobs at risk, and open your organization to compliance lawsuits.

### Find the needle in the workforce management haystack

Kronos® Workforce Auditor™, featured in Workforce Analytics™, can help. Included as part of Workforce Analytics, an application in the Kronos Workforce Central® suite, this robust solution uses advanced analytics to help you isolate specific dysfunctional behaviors and systemic violations of labor management policies. Unlike competitors' solutions that simply create work rules for each policy or regulation, Workforce Auditor helps you figure out when, where, and how often those rules are being broken so you can address problems immediately — before they result in:

- Employee litigation for unpaid wages
- Increased labor costs from preferential treatment or collusion
- Reduced employee engagement due to unfair labor practices

Workforce Auditor uses a K-means clustering algorithm to identify parts of your organization that act differently than others, and presents detailed views of the underlying patterns. These patterns can be linked back to specific workforce behavior and activities, helping you identify problems or best practices long before traditional controls can spot them. Armed with these insights, you can better understand how your workforce truly functions — including what you're doing right and what you may need to address — for increased compliance and competitive advantage.

### Discover the real-world benefits of Workforce Auditor

#### Case Study #1: Revealing HR policy shortcomings

A large services company instituted a policy aimed at minimizing early/late arrivals and missed punches. The policy rewarded managers who submitted accurate timecards and penalized those with timecard exceptions. Using Workforce Auditor, the organization uncovered departments where managers were editing timecards and modifying employee punches to avoid exceptions and the associated penalties. These insights prompted HR to re-evaluate this policy, which was incentivizing noncompliant behavior.

#### Case Study #2: Identifying a need for manager training

Because a global manufacturing company with 50,000+ employees used an external firm to conduct regular audits, senior management was confident of its compliance with workforce policies and regulations. A Workforce Auditor analysis, however, revealed that managers in several departments were routinely editing timecards to match employee schedules. Further investigation showed that managers were not intentionally violating timecard policies; they required additional training to help ensure consistent compliance.

The Summary Dashboard displays the results of running Workforce Auditor's K-means clustering algorithm on timekeeping and scheduling data.



The Drill-down Dashboard provides a more detailed view of the subgroups within a cluster, enabling you to hone in on specific behaviors and their potential root causes.



Take the next step toward better decision making

Learn more about Workforce Auditor and how it can help you identify indicators of workforce policy violations while honing in on potential causes and associated risks for improved decision making organizationwide. Contact your Kronos sales representative or visit [www.kronos.com/labor-analysis](http://www.kronos.com/labor-analysis) for more information.

