

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 productivity, improving employee satisfaction, and minimizing compliance risk. But monitoring workforce behavior in large, complex healthcare 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 problematic workforce behavior and better understand how well your labor management policies are working to guarantee accurate application of labor policies and accurate pay. After all, if employees and managers aren't managing time properly — due to intentional misconduct, policy issues, or other reasons — it could impact labor costs and employee satisfaction, 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

A sizeable healthcare system used Workforce Auditor to uncover a high level of retroactive pay code edits. However, this wasn't a surprise to them since they were aware of the growing problem of employees often entering their scheduled time off after they had taken it. Unfortunately, this practice wreaks havoc on a healthcare system's ability to schedule effectively, and the lack of visibility into accurate employee availability often results in overtime shifts and dipping into the expensive supplemental pool. After all, healthcare organizations thrive on accurate information to create effective schedules.

They realized the potential of using Workforce Auditor to enforce a policy that requires all employees to enter their scheduled time off before taking it. Workforce Auditor would uncover the areas in the organization that were not complying, so additional training could be provided around the new policy.

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 zero 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 zeroing in on potential causes and associated risks for improved decision making organizationwide. Contact your Kronos sales representative or visit www.kronos.com/labor-analysis for more information.

