

Using Workplace Data in Strategic Decision Making

The Workplace Network 2017
Conference

Bridget Workman (Hardy)

Evaluation:

- What is it?
- Why is it important?
- Why is it often not done?
 - What can you do?

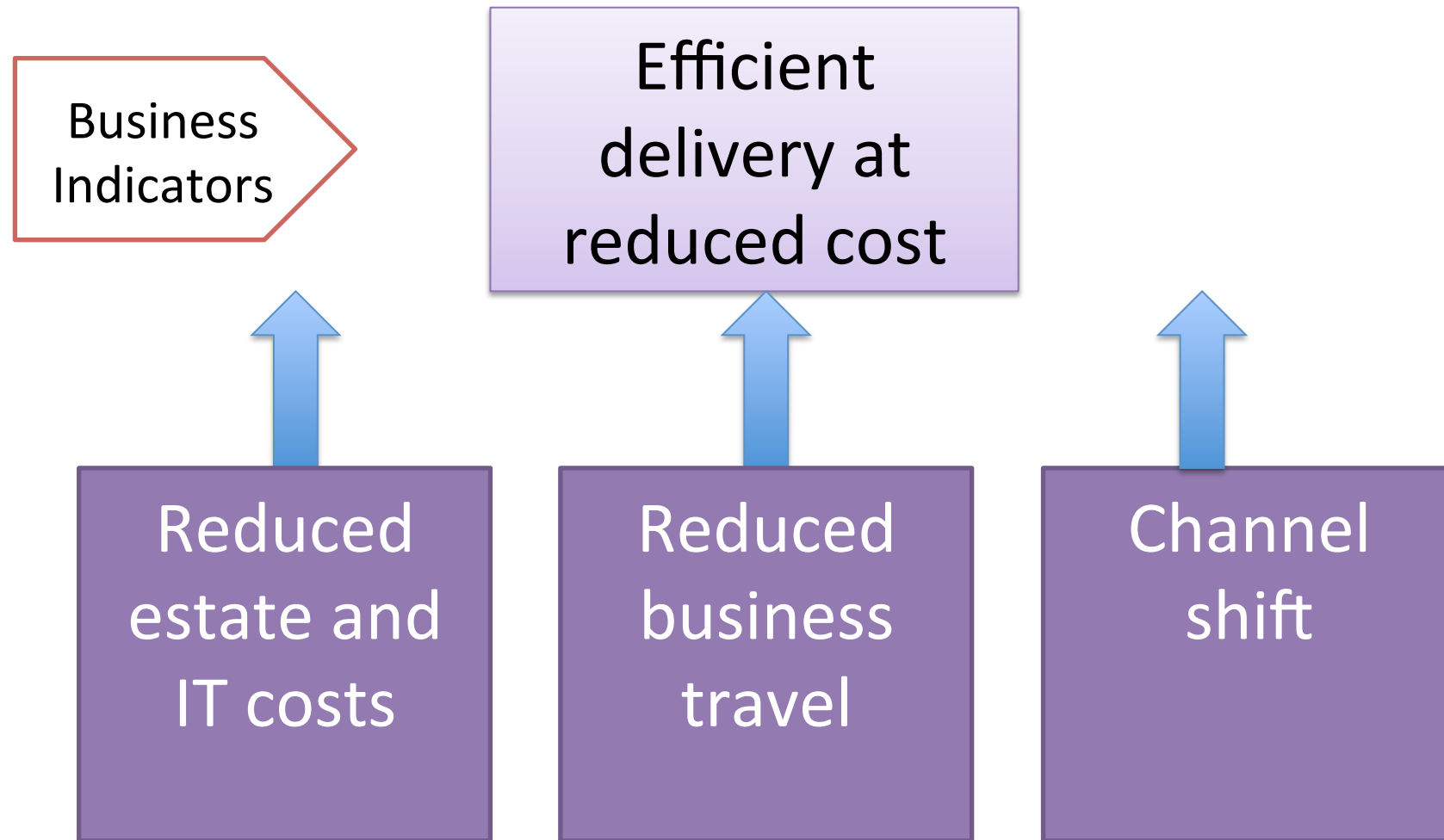
What can you do?

- Decide what to measure
- Work out how to measure it
 - Collect and analyse data
 - Learn

Building a framework of KPIs



Cost and Efficiency



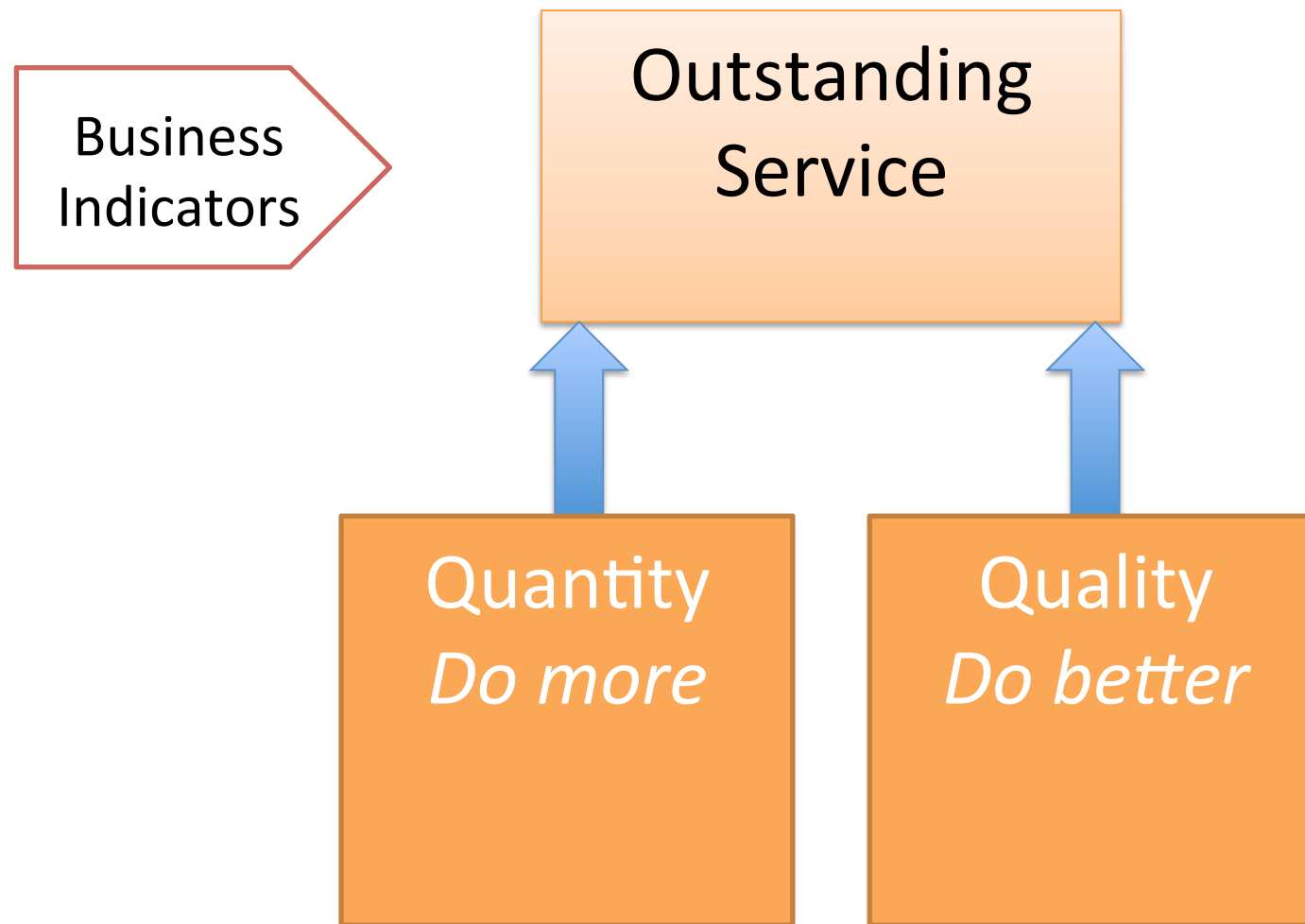
Cost and Efficiency



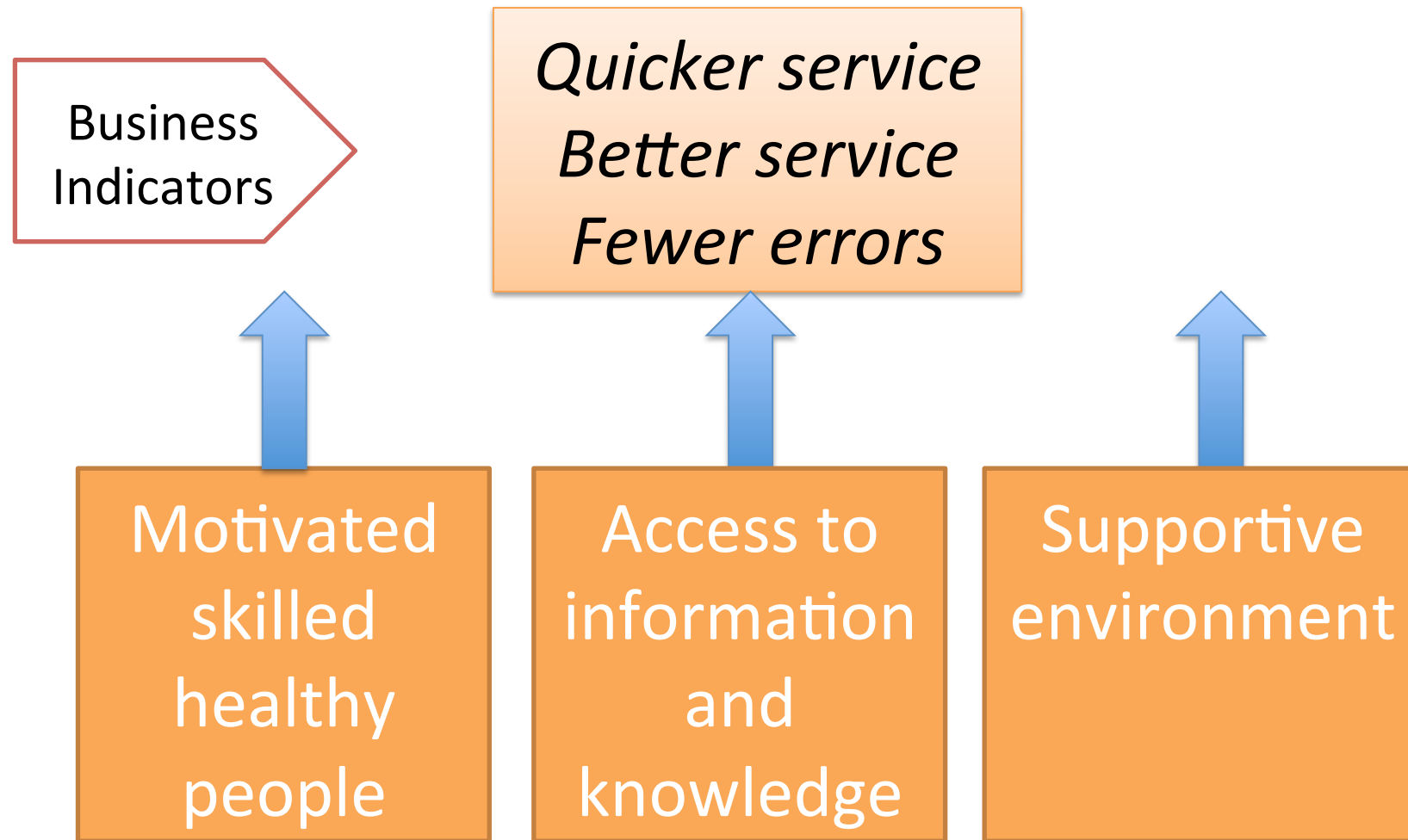
Examples:

- Cost – per person, per sqm, per delivery, per hour, per contact
- Space – per person, per workstation, per person present
- Utilisation – per week, per day, peak, Fridays, per floor, patterns
- Miles – per person, per team, per trip
- Tasks – frequency, duration, place where task done, pattern during the week

Improving Service



Quantity and Quality



Quantity and Quality

The diagram features three orange rectangular boxes arranged horizontally. Above each box is a blue arrow pointing upwards. The title 'Quantity and Quality' is centered at the top, with the arrows pointing towards it.

Motivated
skilled
healthy
people

Access to
information
and
knowledge

Supportive
environment

Examples:

- Workplace and IT effectiveness surveys – scores + feedback
- 'People Survey' – engagement, life-balance, trust, pride
- Recruitment – turnover, cost, time-taken to fill posts, skills-gaps
- Healthy environment assessments - scores + feedback
- Time taken to produce output
- Customer/manager feedback – quality, timeliness

...but was it smart working wot did it?



- Smart Working Maturity
- PAS3000 Code of Practice

Evaluation is not just about setting the baseline and targets

- Giving people a Voice
- Challenging assumptions
- Finding out what people need
 - Learning what works
 - Cycle of improvement

Thank You!!

➤ @briddj

➤ bridget.hardy@integrans.co.uk

➤ www.linkedin.com/in/briddj/