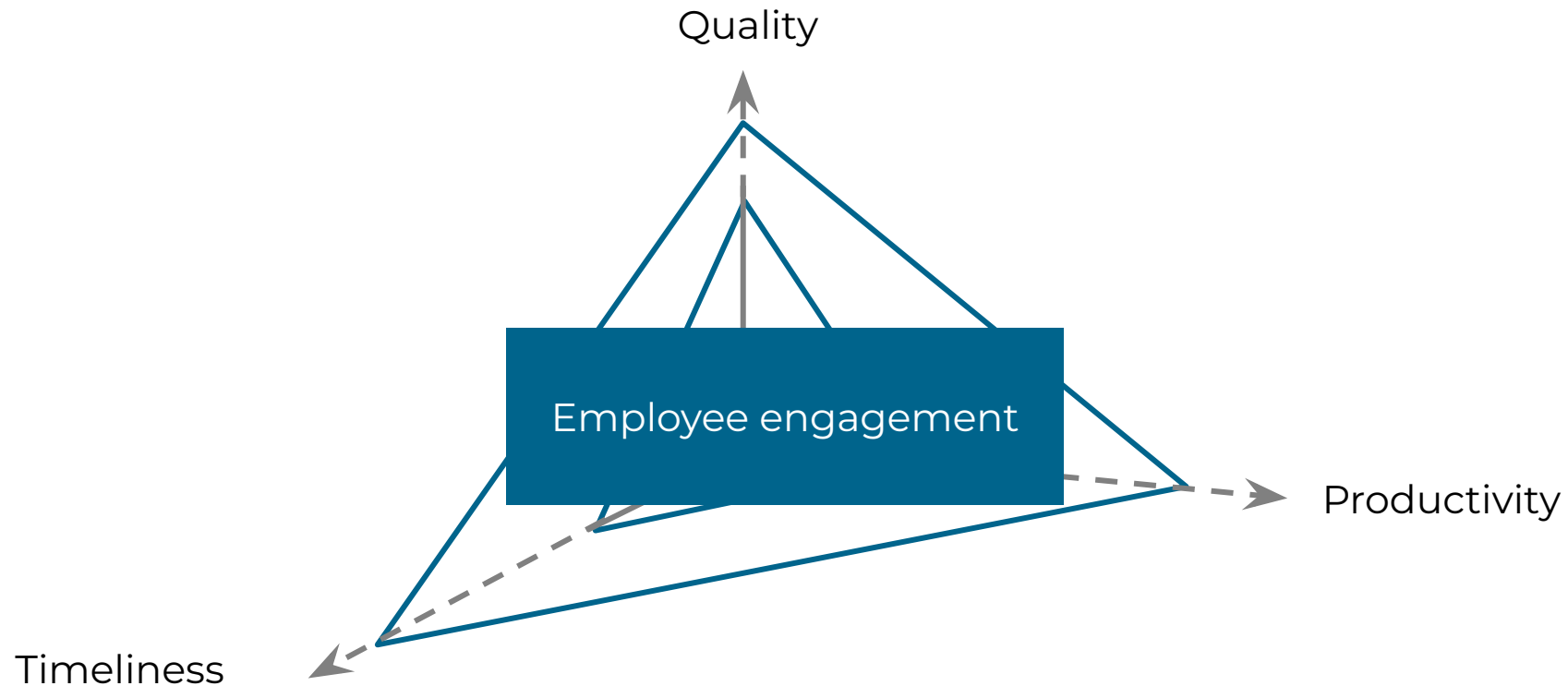**harmodesk**

Data visualization - the key to improving performance and engaging the team in implementing improvements

1. Data visualization

How do you use the data you collect in Harmodesk?

Thanks to the collection and visualisation of data, improvements are made effectively and with the engagement of employees, this improving quality, productivity and timeliness

Quality

Productivity

Timeliness

Employee engagement

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2 methods of using data on an ongoing basis and for periodic analysis
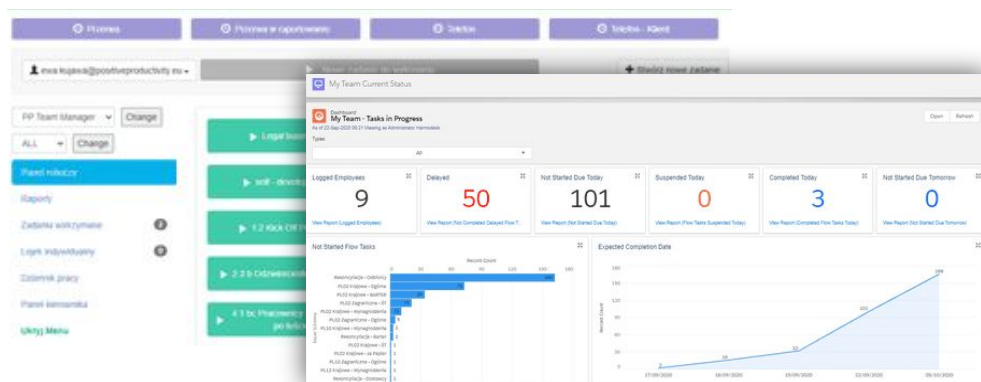
As a team work in Harmodesk, we collect data online that you can see on visual dashboards in Harmodesk itself, so it's easier to monitor task performance and manage your team on an ongoing basis.

A direct connection between Harmodesk with the BI Qlik tool provides additional capabilities for analyzing the collected data. Located in BI Qlik: Management Dashboard and a predefined set of worksheets enable analysis over the medium and long term.

harmodesk
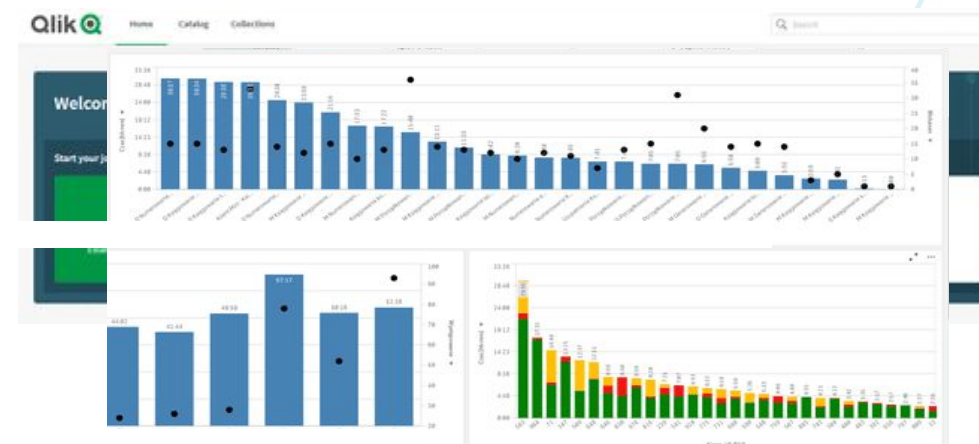
Using data for periodic analysis in Qlik BI

In Qlik, the manager has a Management Dashboard and a set of 100 ready-to-use and tested sheets to support:

- Setting goals and evaluating the extent to which periodic goals are met,

- Periodic measurement of performance indicators, monitoring changes in performance,

- Assessment of wastes and potential for process improvements / monitor effects of improvement implementation,

- Making decisions regarding changes in task allocation and work distribution,

- Developing process standardization and prepare office processes for automation,

- Benchmarking analysis of processes, customers, tasks, teams, etc.

In addition, the BI Qlik tool allows you to develop sheets tailored to the specifics processes, these sheets, among other things, allow you to:

- Prepare of dedicated reports e.g. for management, clients,

- Prepare a handy set of several worksheets placed on a single dashboard to enable ongoing monitoring of key metrics, processes, and key areas of improvement.
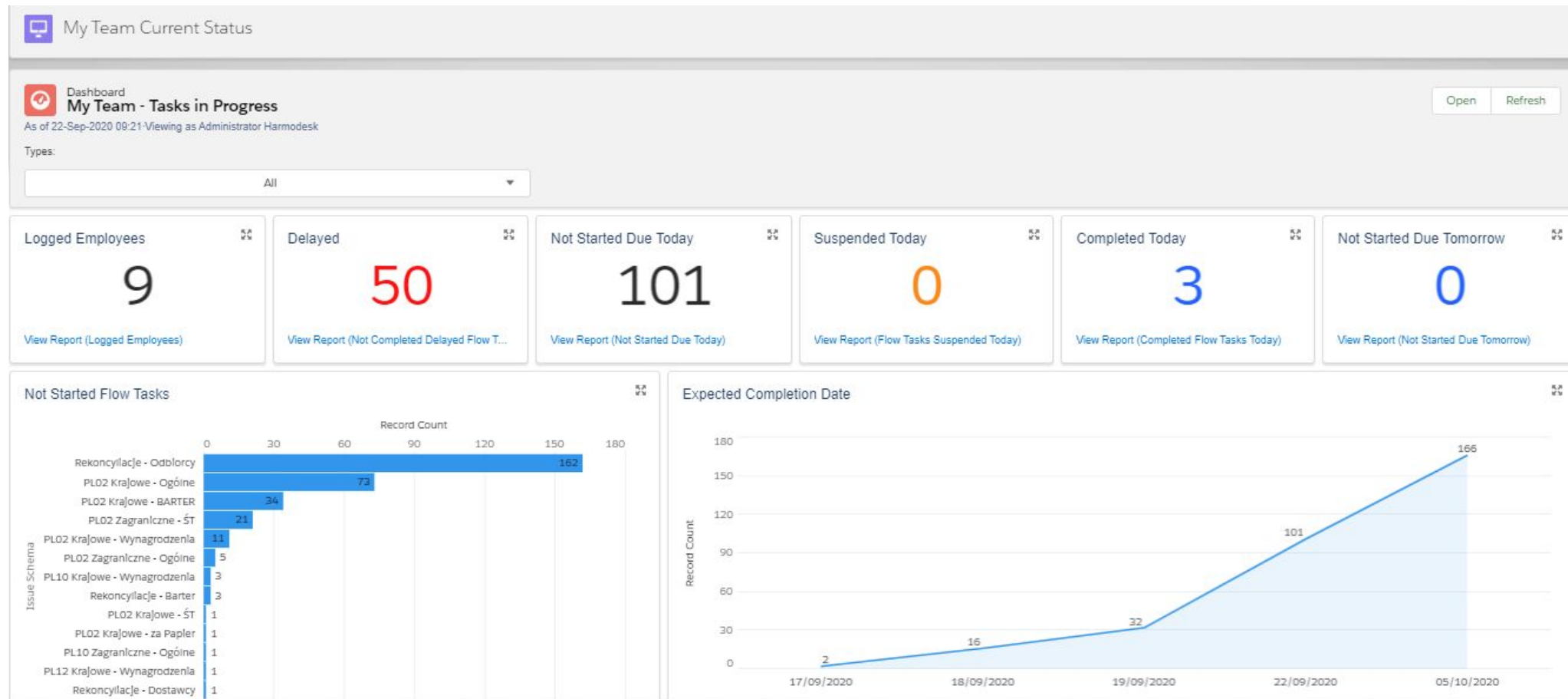
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2. Online data visualization - team dashboard

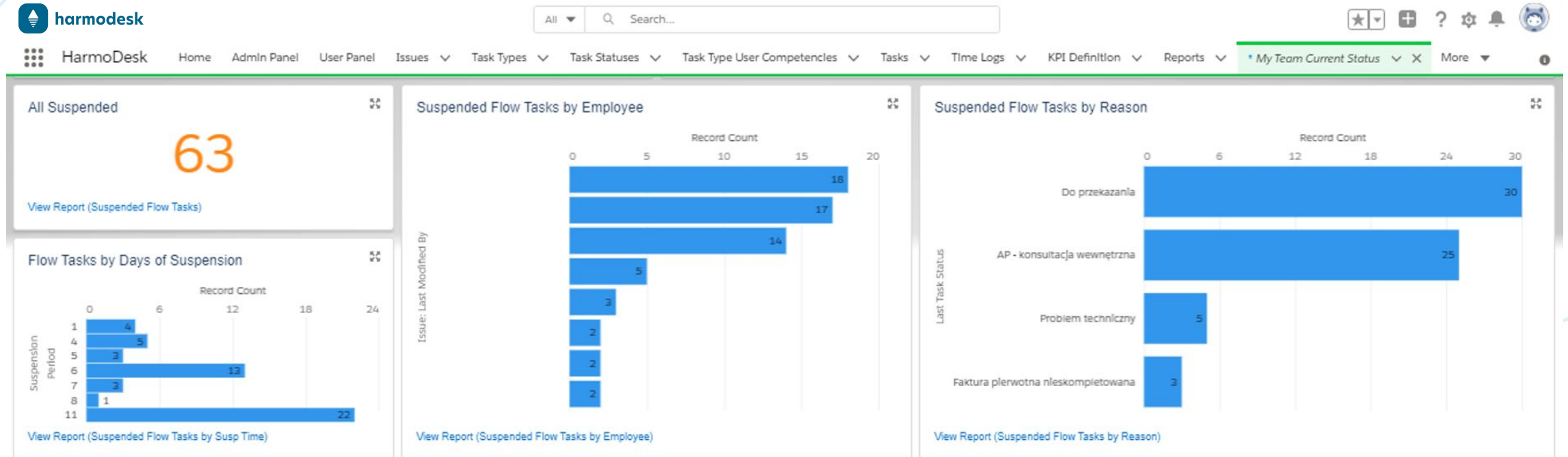How to provide an instant, up-to-date picture of status of tasks in the team?
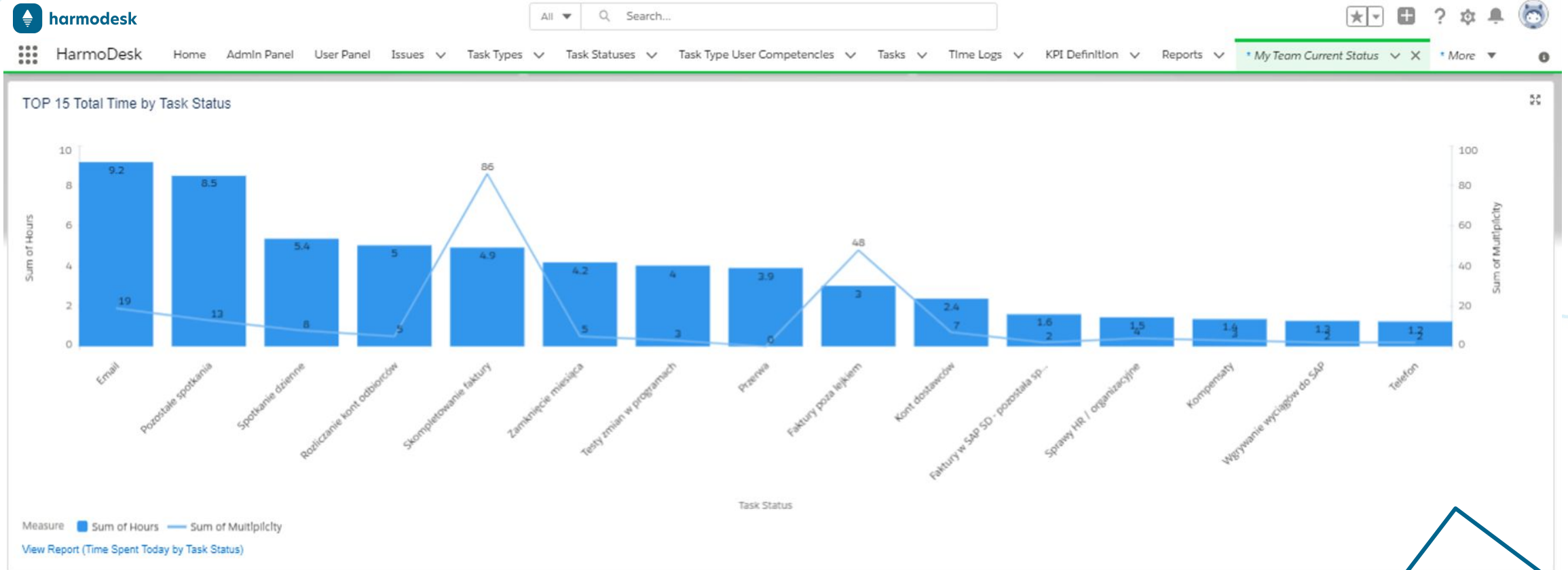
Data available in

Everyone knows what tasks are due today, which tasks have been completed and which are behind schedule.

Timeliness

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You know what delays your team's tasks, disallows them from working smoothly.

You know which tasks time is allocated to and how many tasks have been completed.
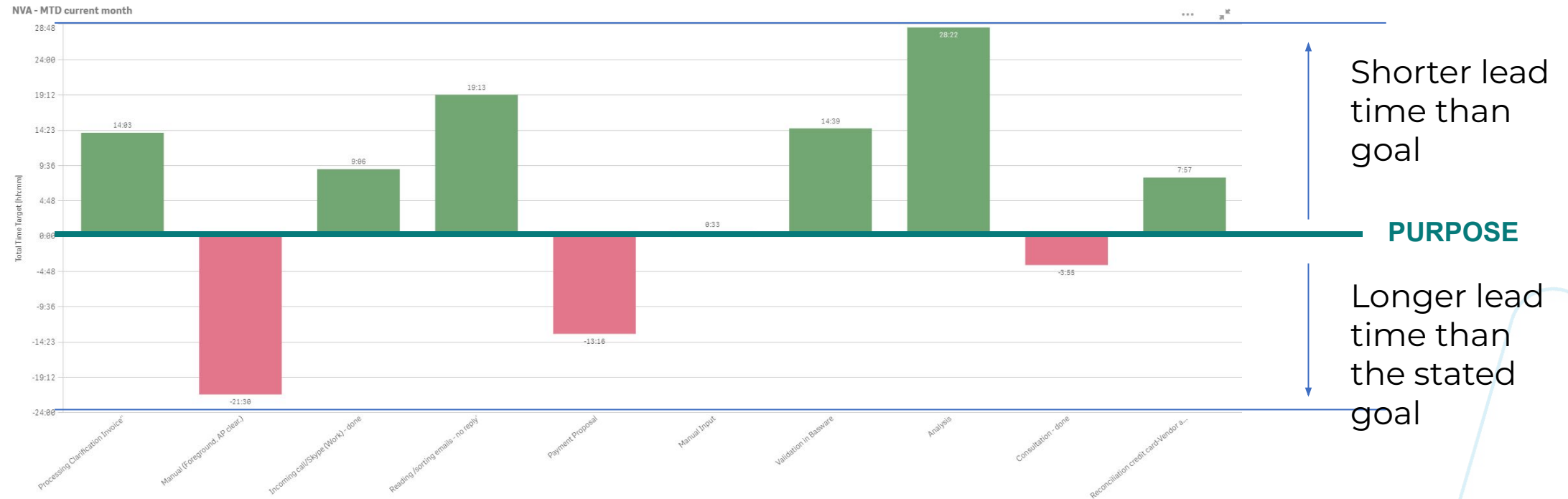

Productivity

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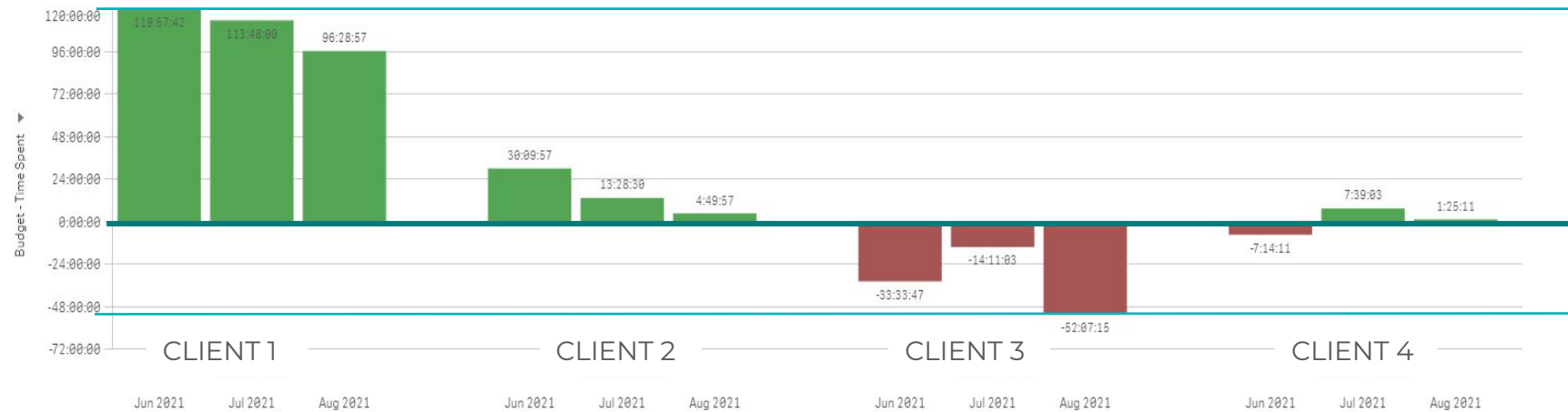# 3. Setting and evaluating the extent to which goals are met

How do you show and monitor the achievement of key performance measures on an ongoing basis?

Data available in

Current time performance for key processes vs goal

NVA - MTD current month

Total Time Target [hh:mm]

28:48	
24:00	
19:12	
14:23	
9:36	
4:48	
0:00	PURPOSE
-4:48	
-9:36	
-14:23	
-19:12	
-24:00	

14:03 — Processing Clarification / Invoice*
-21:30 — Manual (Foreground , AP clear)
9:06 — Incoming call /Skype (Work) - done
19:13 — Reading /sorting emails - no reply
-13:16 — Payment Proposal
0:33 — Manual Input
14:39 — Validation in Basware
28:22 — Analysis
-3:55 — Consultation - done
7:57 — Reconciliation credit card Vendor a...

Shorter lead time than goal

Longer lead time than the stated goal

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Monitor customer service profitability

Reduction in average process time for the same volume

99:25:42 h   30%

June:
4137 x 3:50 = 264:18:30

August:
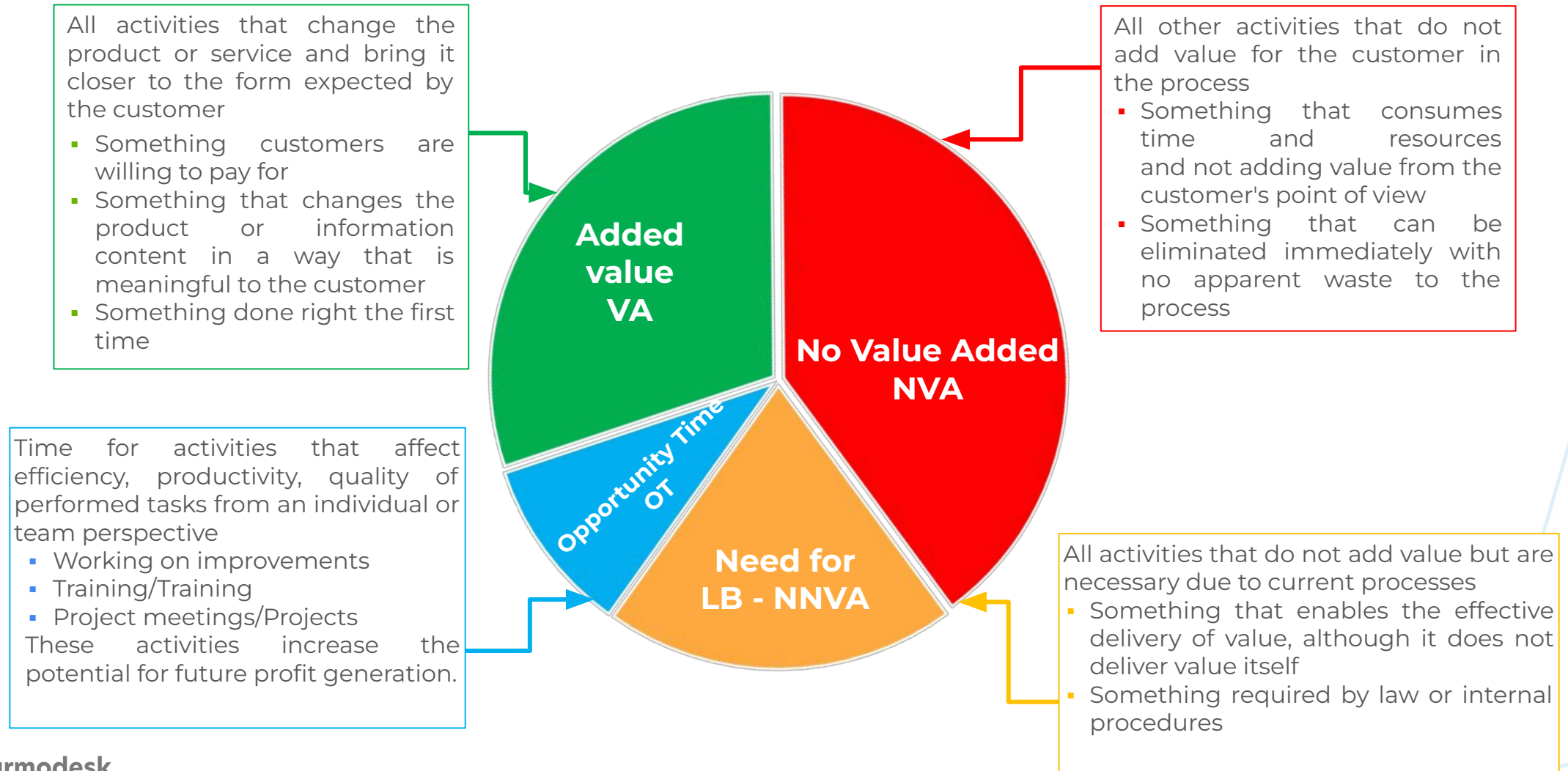**4122** x 2:24 = 164:52:48

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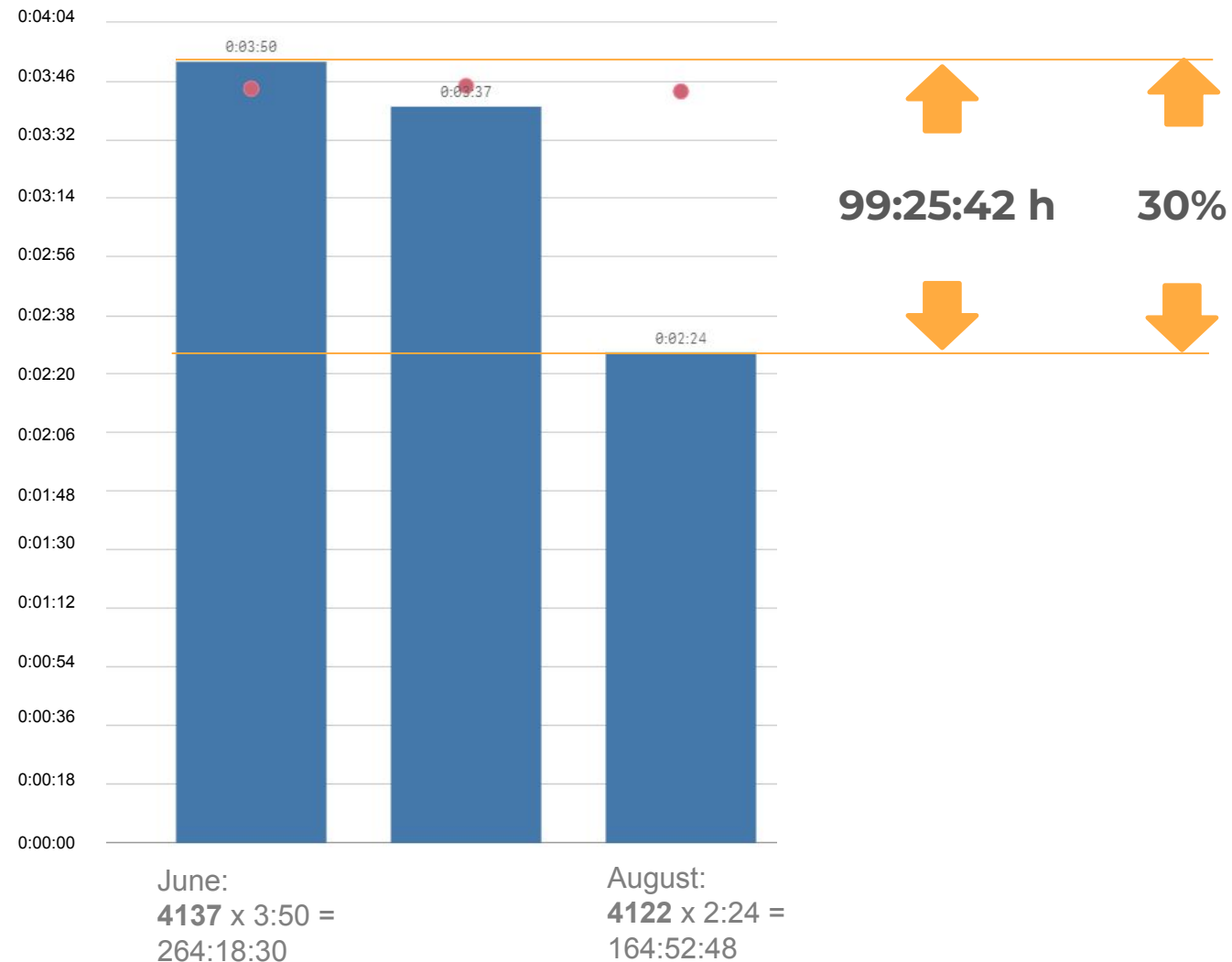
4. Defining processes in terms of VA/NVA/LB

How to show potential for improvement by visualizing process waste?

Data available in

Assignment of activities to VA/NVA/LB/OT categories

All activities that change the product or service and bring it closer to the form expected by the customer
- Something customers are willing to pay for
- Something that changes the product or information content in a way that is meaningful to the customer
- Something done right the first time

All other activities that do not add value for the customer in the process
- Something that consumes time and resources and not adding value from the customer's point of view
- Something that can be eliminated immediately with no apparent waste to the process

Time for activities that affect efficiency, productivity, quality of performed tasks from an individual or team perspective
- Working on improvements
- Training/Training
- Project meetings/Projects
These activities increase the potential for future profit generation.

All activities that do not add value but are necessary due to current processes
- Something that enables the effective delivery of value, although it does not deliver value itself
- Something required by law or internal procedures

Added value VA

No Value Added NVA

Opportunity Time OT

Need for LB - NNVA

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Total process execution time in terms of VA/NVA/LB/OT
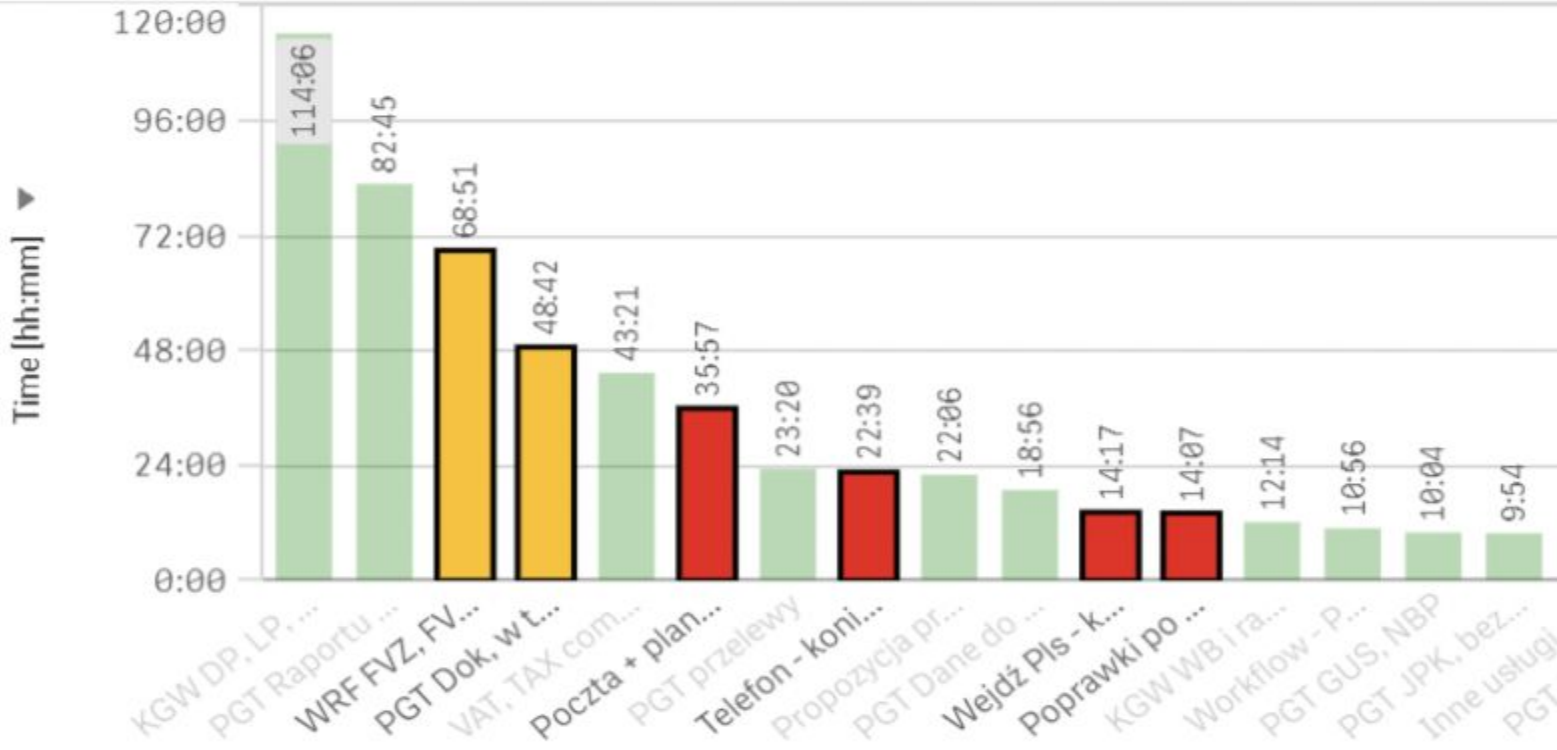

harmodesk
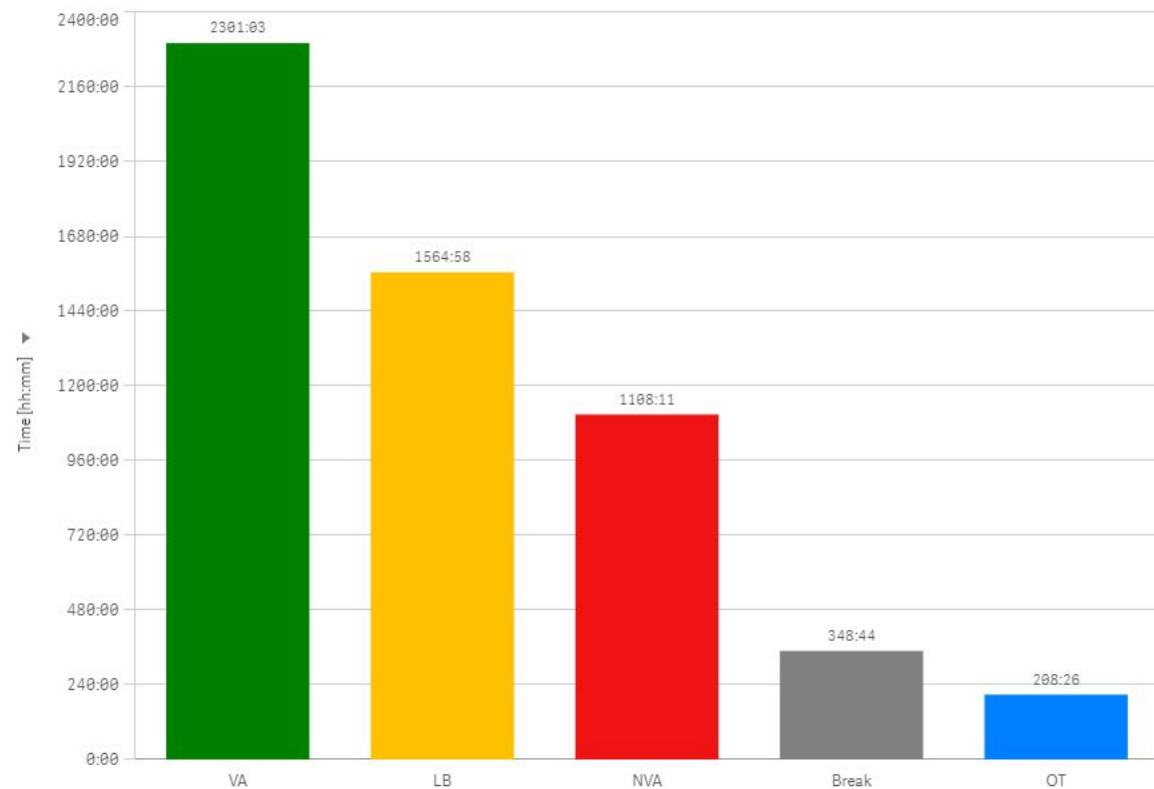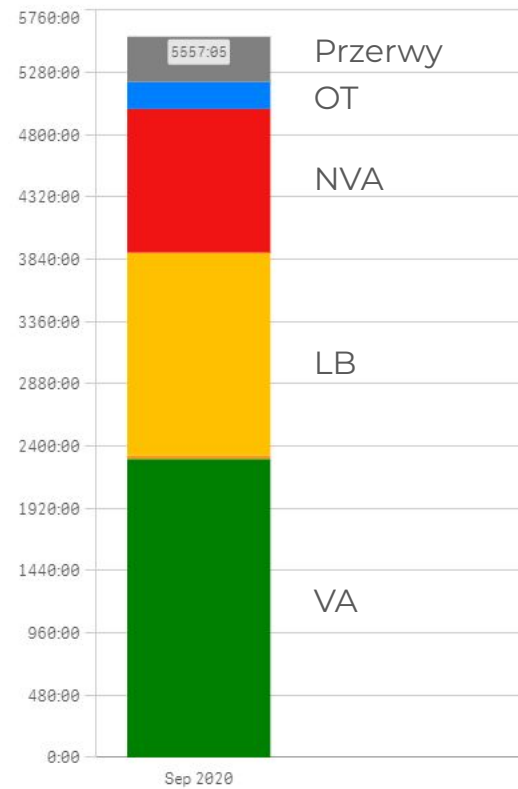
NVA process execution times - potential for improvement

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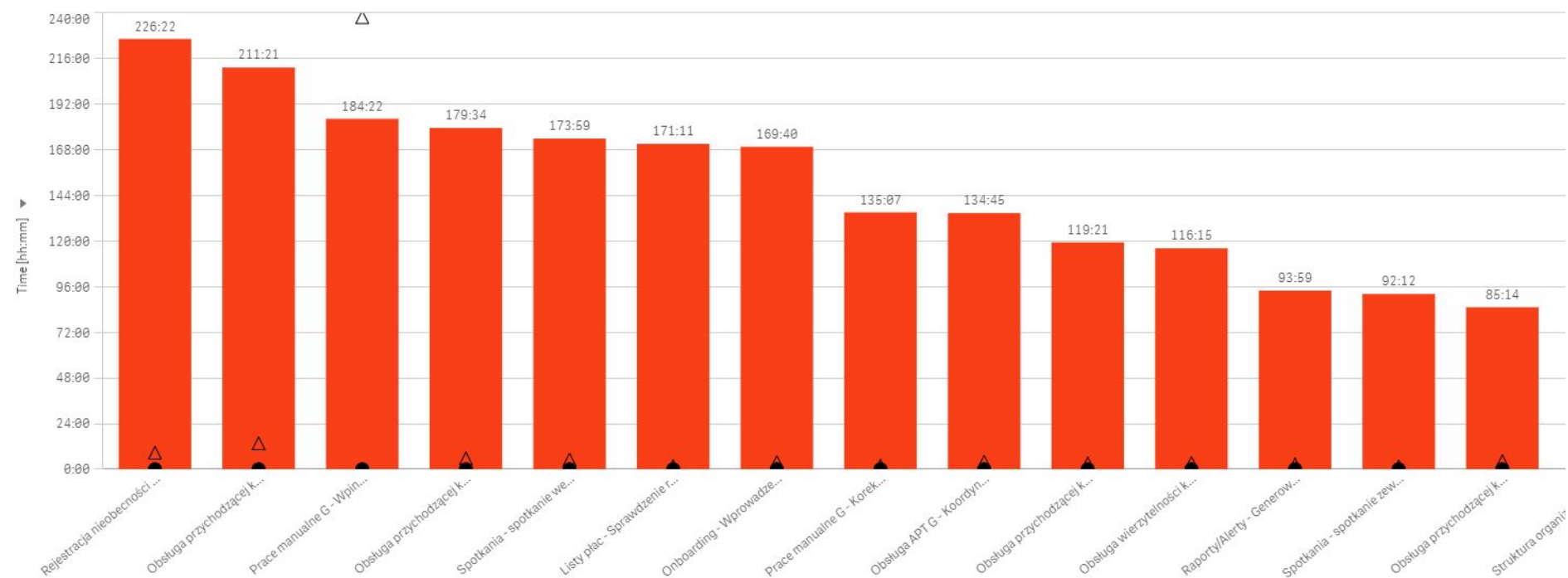
Execution of processes at Customers - selection of potential for improvement of processes for Customers
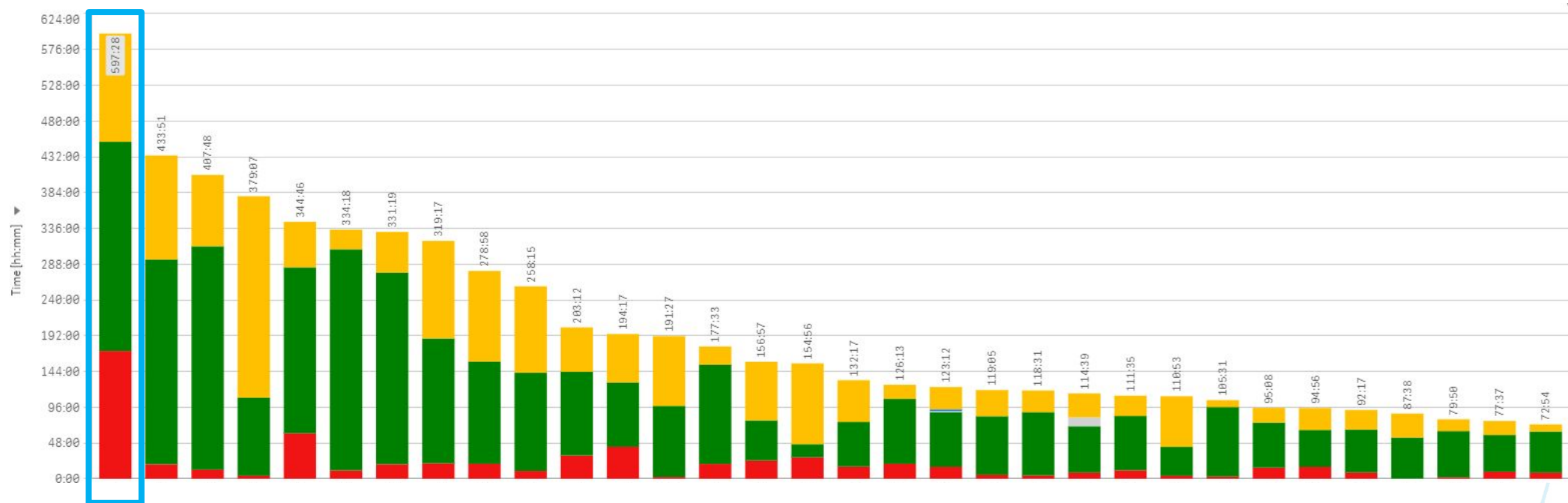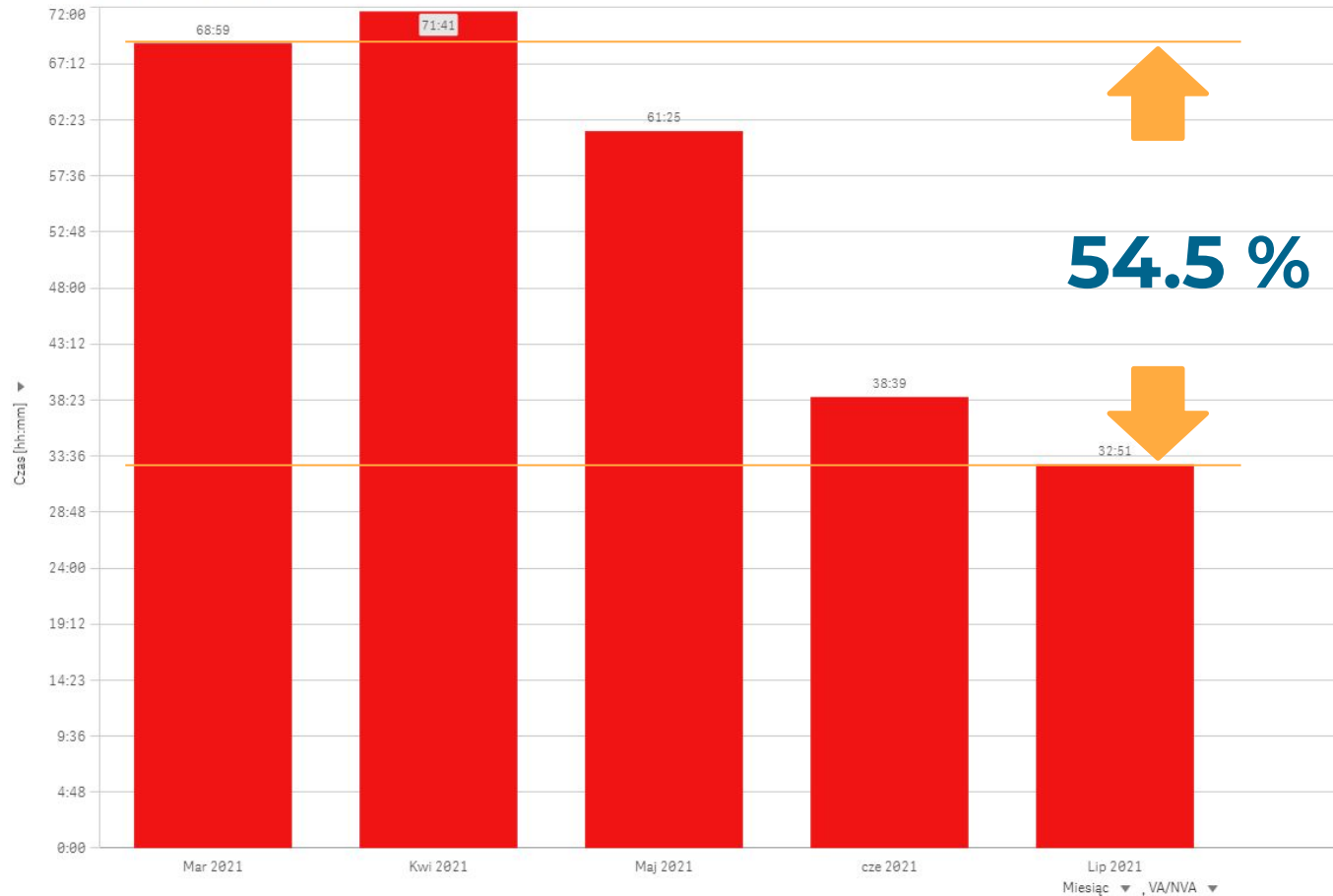
NVA and LB processes executed for a selected customer

5. Monitor the results of improvements

How do you get more done with less time?

Data available in

The effect of implementing improvements

54.5 %

Projected **annual number of hours released** on the process

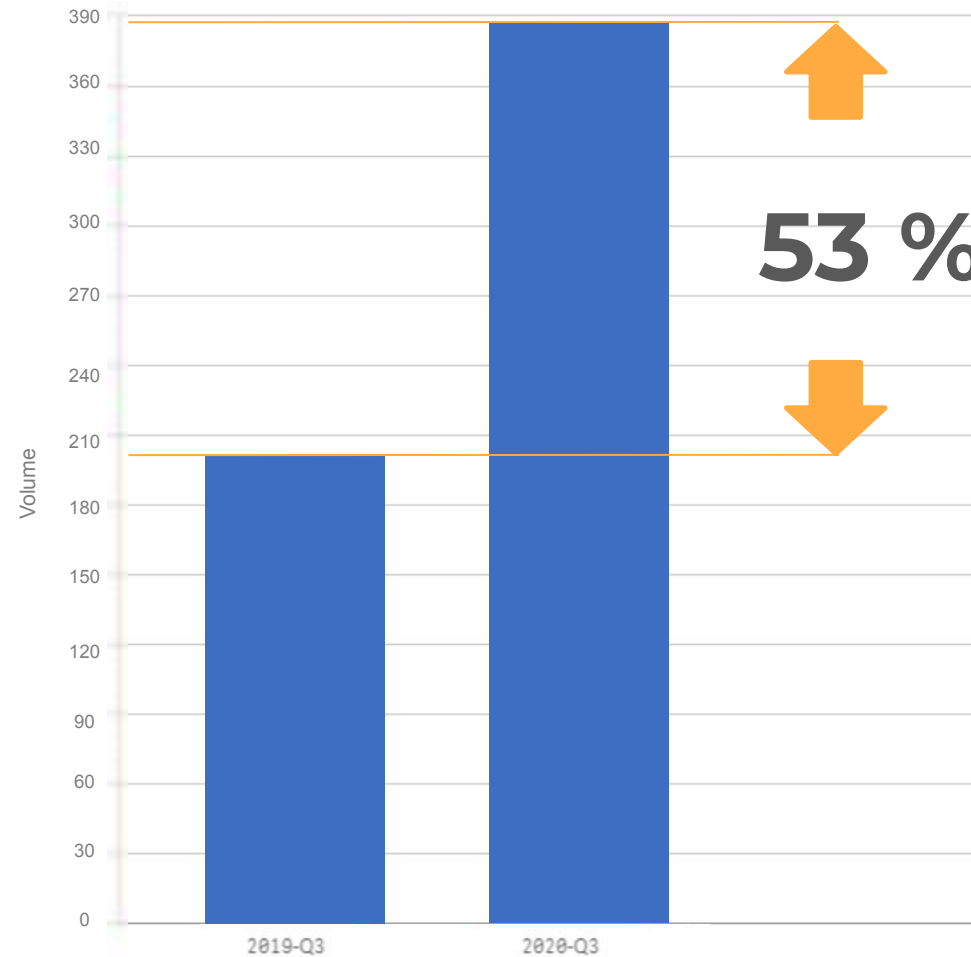12 months x 36:08 = **433:36 h**

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The effect of implementing improvements - work for Customer A is carried out with fewer resources

Reduction of the total process execution time for Customer A by 40 h 14 min (7%)

597:28- 557:14= 40:14h

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Result of improvement implementation - Customer A increased the volume of processed documents

Difference in number of documents processed
389 - 207= 182
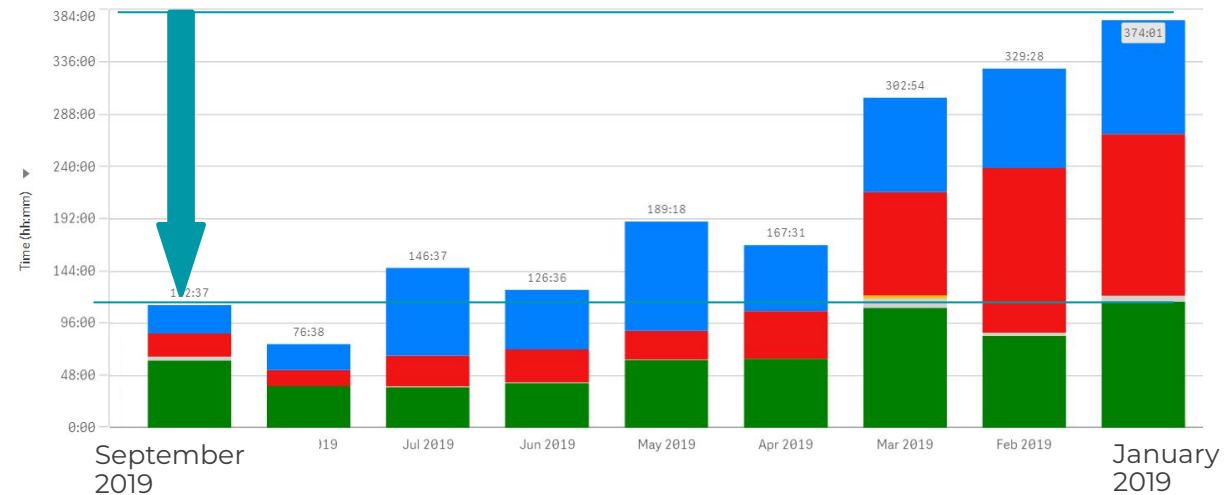
Growth about:

53 %

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6. Gradually change the proportion of tasks in favor of those that add more value.

How to free up valuable specialists' time spent on operational tasks and gain time for expert work?
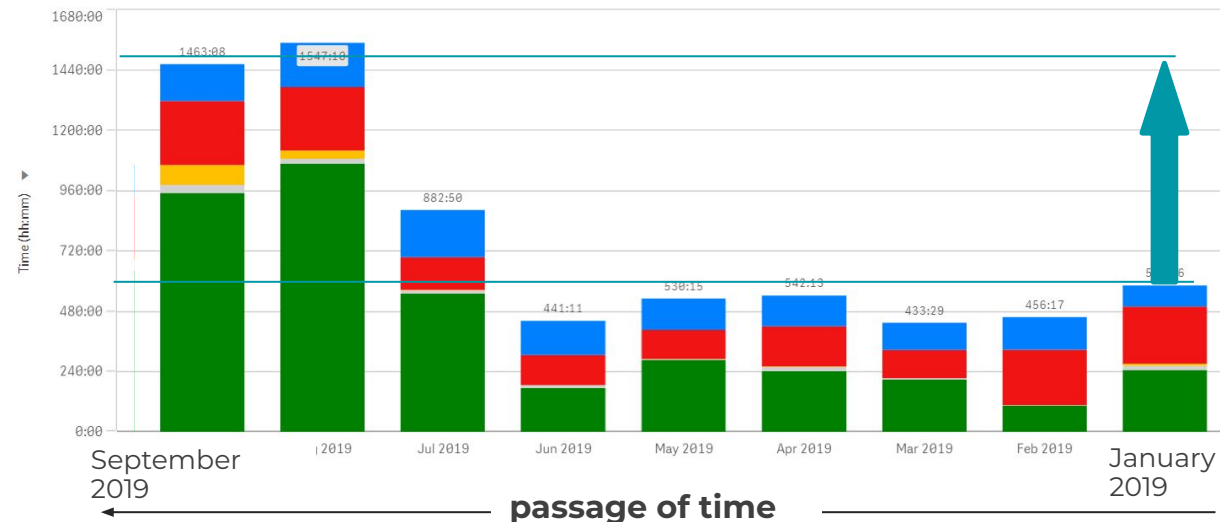
Data available in

By freeing up time for operational work, experts have gained time for work that adds key value

Operational, transactional work

Expert work (e.g. creative, project work)

passage of time

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7. Preparing for standardization and automation

How do you use data to visualize best practices and engage employees in those practices?

Data available in

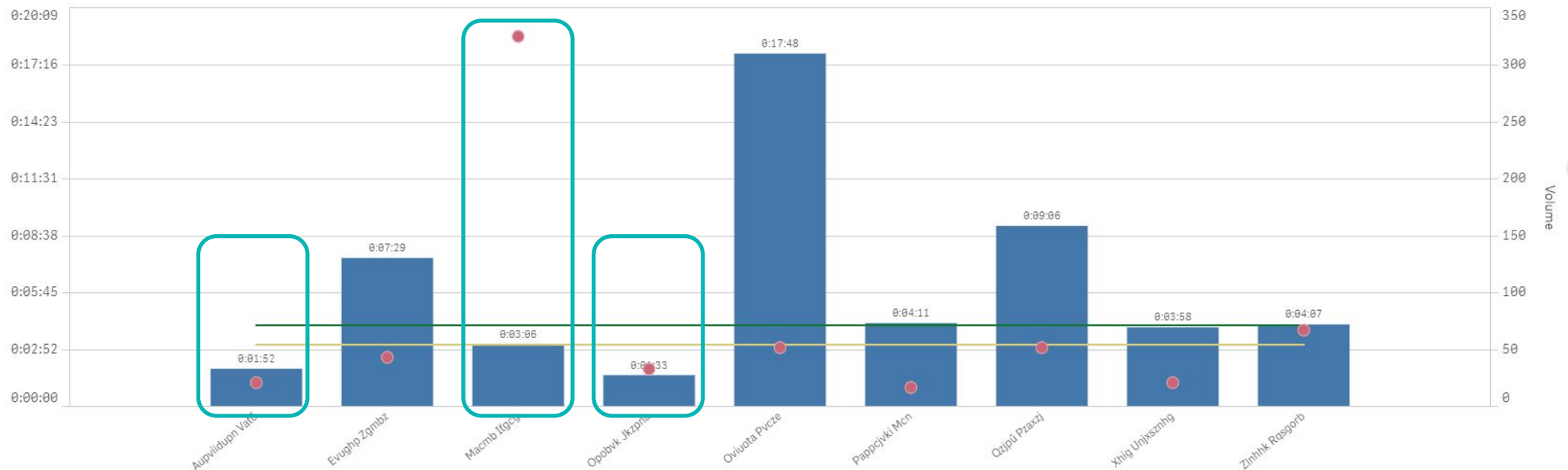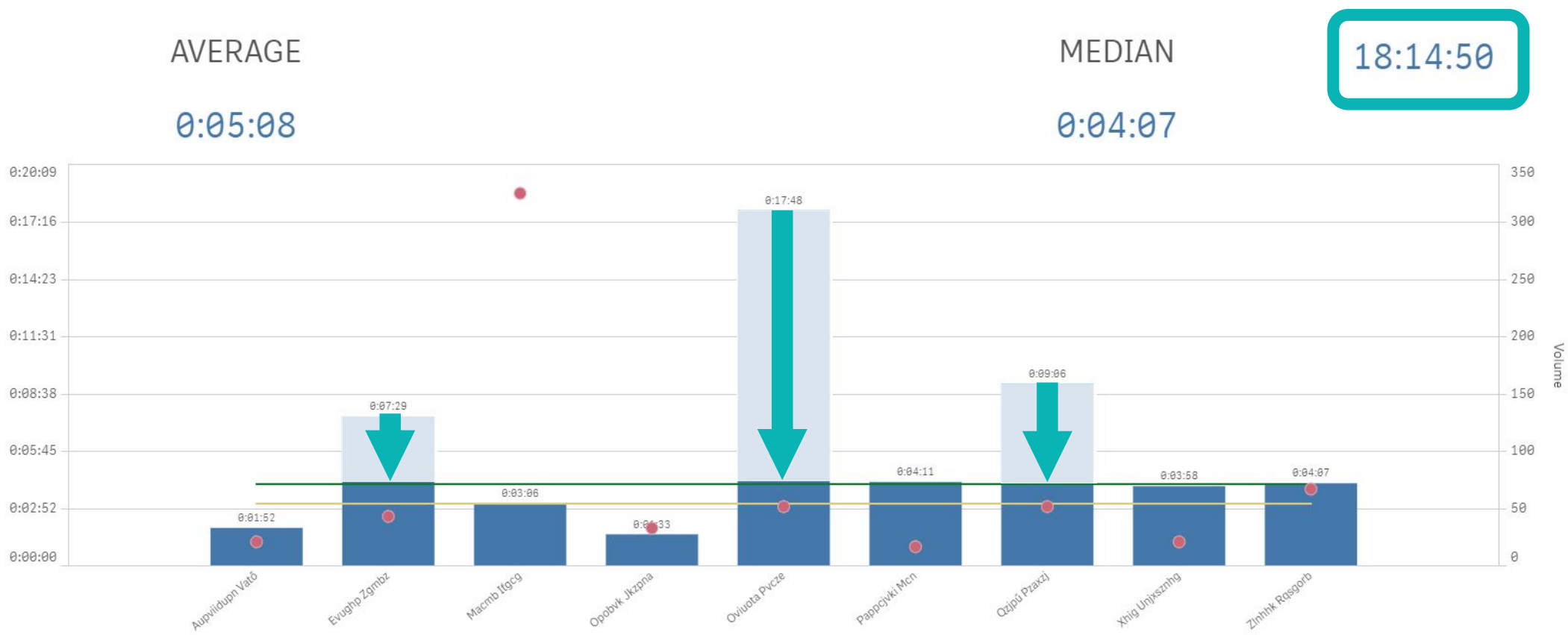# Identify individuals who have best practices in processing a given type of task

AVERAGE   MEDIAN   18:14:50

0:05:08   0:04:07

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Application of best practices by the entire team will free up more than 18 hours of time

AVERAGE

0:05:08

MEDIAN

0:04:07

18:14:50

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And what analyses would you be interested in?

In BI Qlik tool we have defined over **100 ready** types of charts and analyses. Upon **request, we can prepare** dedicated visualizations, including those combining Harmodesk data with data from other systems.

Data available in

Contact

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Harmodesk

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Phone No. **506 056 713**

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