

SITUATION:

A large, multi-state ASE member has long been known as a great place to work. Employee turnover was low particularly in the human resource department. Recently, company management realized it could be the victim of its own success.

Management became concerned knowing that the company had at least 25 main human resource processes and more than 75 sub-processes in different formats and different locations.

Company officials realized they needed to create a standard system or process that would allow a consistent approach to human resource issues across the organization.

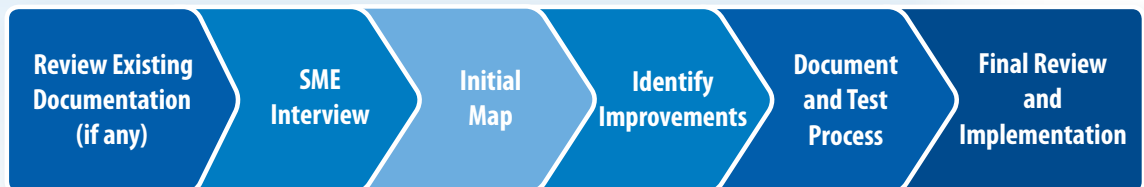
KEY CHALLENGE

The company didn't have a formal process to collect and document the knowledge employees had gained through the years of company processes and systems when employees left the human resource department. Once employees were gone, they took too much of that undocumented knowledge with them.



APPROACH:

ASE chose The Luminous Group as their strategic partner for this project. ASE knew they could count on The Luminous Group to design and manage the programs that would improve the company's key processes.



SOLUTION:

The Luminous Group documented the company's current processes, established process standards, and facilitated improvements to the entire system so the company's HR department could do more with less.

“One of the greatest benefits of our organization is that we are able to utilize our vast network of independent contractors and vendors to connect our members with the right professionals for the services they need. When we receive requests like this one, we know exactly who to contact.”

– Mary E. Corrado, ASE President & CEO

RESULT:

These changes created efficiencies in how they serve their internal customers. They now have a best practices road map for every HR process.

Central resource for documented processes

Streamlined processes – reduced waste

Developed process mindset in team members

Identified improvement opportunities

Made work ‘visible’ to leadership

KEY BENEFITS

Increase in Efficiencies

Reduction in new hires

Reduction in overtime

Reduction in outsourcing

“Our work with The Luminous Group allowed us to map more than 100 different work flows and provide our member the assurance that vital process knowledge and information will be saved and easy to access whenever employees leave the company or department. They can now focus more energy on being a strategic partner within the organization.”

– Mary E. Corrado, ASE President & CEO