A Thoughtful Redesign of Processes

Reconfiguring current processes as a precursor step before the implementation. This results in a cleaner handoffs between people and machines and simplifies maintenance activities. This increases the efficiency of the workflow and utilisation of resources.

This can be achieved when shared services apply the 4 techniques together with the new technologies as shown below:

- Design Thinking
- Process change sheeting
- Role level assessment
- Minimum viable product

Establish an Immersive Training Module with Incentives

Trainings must be practical and in-depth to ensure employees are given complete exposure to the new automation. Survey respondents also feel the training should be done for a longer period of time. Workforce and time constraints may be a limitation, but leaders can incentivise the additional effort by their employees.

Studies have shown that incentives have been resulting in employees’ increased interest in the job, enthusiasm and increased productivity at work and absence of motivators has been the other way round (Chukwudumebi & A.A, 2018)

Reference

