

CASE STUDY

THE CHALLENGE

Our client, an integrator of hardware and software solutions, has been in business for over 15 years with offices in 4 provinces across Canada. Human Resources were being handled through a combination of efforts from Finance, Marketing and Departmental Managers. The company had grown in recent years to over 40 employees and the senior management recognized a need to strengthen their HR Infrastructure. They could see that what had worked for them in the past was not going to sustain them going forward.

THE PROCESS

After discussions with the management team to understand their key problems, ROSS created a plan to help them achieve their goals. Initially ROSS conducted an HR File audit which included creating an employee filing system and compiling information that had not been centrally stored. Through this ROSS was able to uncover not only missing documentation but incomplete or inconsistent practices throughout the organization. Once ROSS understood what was missing we began to update and add any critical documentation required. Working with Senior Management and employee feedback to identify key areas the company wanted to improve, our next step was to create and implement an employee policy and procedures manual to ensure that a consistent message was being conveyed to the entire company.

ROSS worked with them to streamline their organization, improve employee wellness benefits and manage time-off tracking. The follow up to this is management coaching and support of what is expected in the way of performance reviews, management of employee time off, employee relations, documentation, etc.

THE RESULTS

ROSS has managed to create the infrastructure to support our client in their goal to achieve legal compliance and consistency across the organization. As their HR Outsourcing vendor, a ROSS Program Manager works on-site with them 1-2 days/week. The ROSS HR helpdesk provides their Senior Management with timely feedback to any of their questions when not on site. The VP of Operations states, "ROSS and its people stepped in and had an immediate impact on our people and our business. Their experience across Canada and their knowledge of HR functions and tasks increased our employee standards and provided accurate policies and guidelines to be followed...." ROSS is continuing to work with the client to achieve additional objectives such as performance management and meaningful employee feedback. ROSS continues to provide ongoing support to the management and employees on a flexible, scalable basis.



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