

Produced by | Corinne Smith  
Case Study Date: 06<sup>th</sup> June 2023

## REASON WHY?

The Recruitment Team have 8 main tasks that should be completed on a daily basis, we could not get up to date and the workload felt overwhelming and unrealistic for the team. We could not clear the red or amber tasks on our dashboard and we were not meeting all of our KPI's



To ensure all essential Recruitment tasks are completed on a daily basis in line with our recruitment KPI's and standard processes by the end of May 2023 as evidenced by the correct distribution of the work load and reduction in stress in the team.

## PLAN

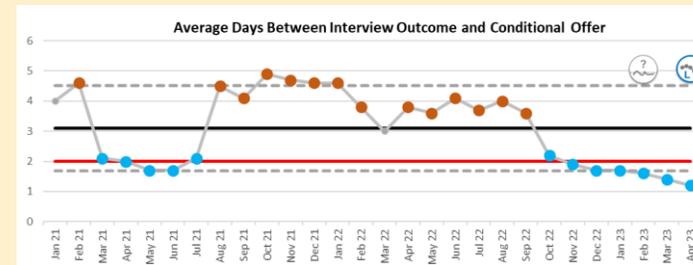
To meet with the team to discuss the route cause of the issues. Used the 7 ways method to generate ideas for improvement. Themed ideas into two separate areas of process and team morale and used the idea sorting matrix to identify which ones I would work on first. Some of these were quick and some needed to go through a PDSA cycle. Examples of our quick wins were, introducing the starter paperwork module on Trac, reviewing all of our templates and implementing a new ID appointment process.

## DO

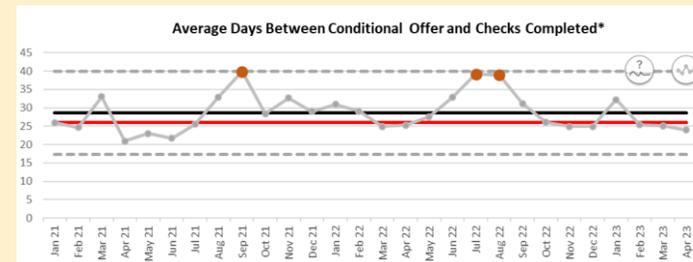
Due to team morale we introduced a new way of working which included working in smaller teams attached to each Division. This allowed the team to focus on a smaller chunk of work which then allowed for changes in process to happen. We started by implementing the new way of working one task at a time, reviewing progress as we went along.

## STUDY

The SPC shows a positive drift in the data from the point we started the new way of working and this has been sustained for 7 months.



The second SPC chart shows our target is achievable, although there is no trend showing yet it is a positive indicator that things are moving in the right direction



## ACT

We are going to **adopt** the new way of working, the data shows it is having a positive impact on our KPI's and staff report in 1:1 sessions with their manager that they feel more in control and more autonomy over their work. Because introducing a standard way of work has been successful the team can now concentrate on making further improvements to their KPI's and introducing more proactive working.

ACKNOWLEDGEMENTS & REFERENCES | Many thanks to everyone in the recruitment team for fully embracing the changes and providing feedback and ideas.