



GUIDE:

How to Identify and Correct Hidden Inefficiencies in Your Workflows



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Why Identifying & Correcting Hidden Inefficiencies is Critical to Your Business

Hidden inefficiencies in your workflows aren't always easy to spot. And, if not addressed quickly, these unnoticed issues can start small and balloon into larger problems in the future. Here's some key information on why identifying and correcting unknown inefficiencies is pivotal to scaling your company for greater success.

What Are Hidden Inefficiencies in Your Workflows?

Hidden inefficiencies include workarounds, double-work and other wasteful actions that end up draining the bottom line. These issues are typically a result of manual, outdated processes or paper-based tasks that are a hassle for your employees to complete. Examples include delayed and mistake-prone paperwork (like paper dispatching forms and timesheets), misplaced or missing resources (such as assets and fleet vehicles), and excessive idle time (regarding employees' productivity and vehicle performance).

The situation costs your workforce valuable time and energy that can instead be invested in driving more revenue by helping more customers. Freeing up your workforce to take on new business is essential to increasing workforce capacity and boosting productivity and profitability.



Benefits of Identifying and Correcting Hidden Inefficiencies

By identifying which processes of yours are inefficient, you can create a plan to improve business operations and performance. Here are some of the key benefits your business can experience with a few simple corrections:

- Reduced clutter in the office and fewer communication gaps during day-to-day work with field employees.
- Less waste of important business resources, like paper, fuel, and time spent on the clock.
- Decreased costs and greater profitability (by identifying and cutting unnecessary, hidden expenses).
- Better and faster customer service with improved More proactive maintenance schedules and longer fleet vehicle lifespans.



Negative Impacts of Not Correcting Hidden Inefficiencies

If you choose to overlook the correction of hidden inefficiencies, your organization could be subject to higher operational costs and lower productivity. [IDC reports that organizations regularly lose nearly 20 to 30% of annual revenue](#) due to inefficiencies.

In addition, frustrations and day-to-day challenges can also stem from hidden inefficiencies, potentially negatively impacting employee morale. If employees don't feel supported or given the right tools to work efficiently, job dissatisfaction and employee churn could soon follow.

One final downside of neglecting inefficiencies is the negative impact on your customer base. If your competition is more buttoned up and able to better handle client requests, you could also experience poor client retention and lose business and referrals.

3 Tips to Identify and Correct Your Company's Hidden Inefficiencies

Here are key tips to help you identify and correct hidden inefficiencies before, during, and after service calls.



How to Identify & Correct Inefficiencies Before a Service Call

Before assigning and dispatching an employee to a service call, inefficiencies can exist in your processes for having mobile or remote employees clock in for the day and prepare for upcoming assignments. The need to manually complete preliminary paperwork for timekeeping or work orders before a new service request already puts your staff at a disadvantage. Providing workers with digital tools to clock in and out from anywhere (and receive job information while already in the field) enables them to reach new customers quicker and spend more time providing personalized, truly attentive service.



How to Identify & Correct Inefficiencies During a Service Call

Maintaining strong office-to-field communication throughout a service call is the best way to prevent and identify inefficiencies during a project. If an issue comes up on the fly, you can solve it by exchanging information seamlessly between your headquarters and your employees in the field. Over the course of a project, it may become clear that additional resources are needed. Knowing this quickly and sending assistance on-demand limits the amount of unproductive idle time employees in the field may spend and keeps initiatives moving forward.



How to Identify & Correct Inefficiencies After a Service Call

After a service call, your employees are likely completing many administrative logistics, like paperwork, invoicing, and inventory management. Taking a closer look at how your team regularly finishes its work orders and conducts post-project inventory can help you evaluate the amount of time taken (and where automation may be able to help), as well as if there are any patterns in terms of routine errors that can be fixed using new strategies. Detailed reviews of all post-project protocols will help you assess where lapses in productivity or efficiency have occurred, equipping you with valuable knowledge/lessons for future projects and service calls.



How to Measure the Impact on Productivity & Profitability

Correcting hidden problems in your workflow has a measurable, positive impact on your organization's productivity and profitability. You can measure these results by studying your bottom-line costs and the potential cost reductions based on identifying and addressing hidden inefficiencies.

Success metrics also include the ability to take on new jobs and the resulting revenue from more business. Your company culture also benefits from identifying and correcting hidden inefficiencies. Employees who have bought into actively identifying improvements and offering input will help build a strong culture of accountability and teamwork.

By identifying and correcting hidden inefficiencies in your business operations, you can help your company decrease costs and increase output.

To see how TeamWherx™ (our workforce management solution) can support and streamline your workflows, schedule a quick, free demo today: <https://www.actsoft.com/request-a-demo>

Sources:

<https://www.entrepreneur.com/growing-a-business/how-inefficient-processes-are-hurting-your-company/286084>