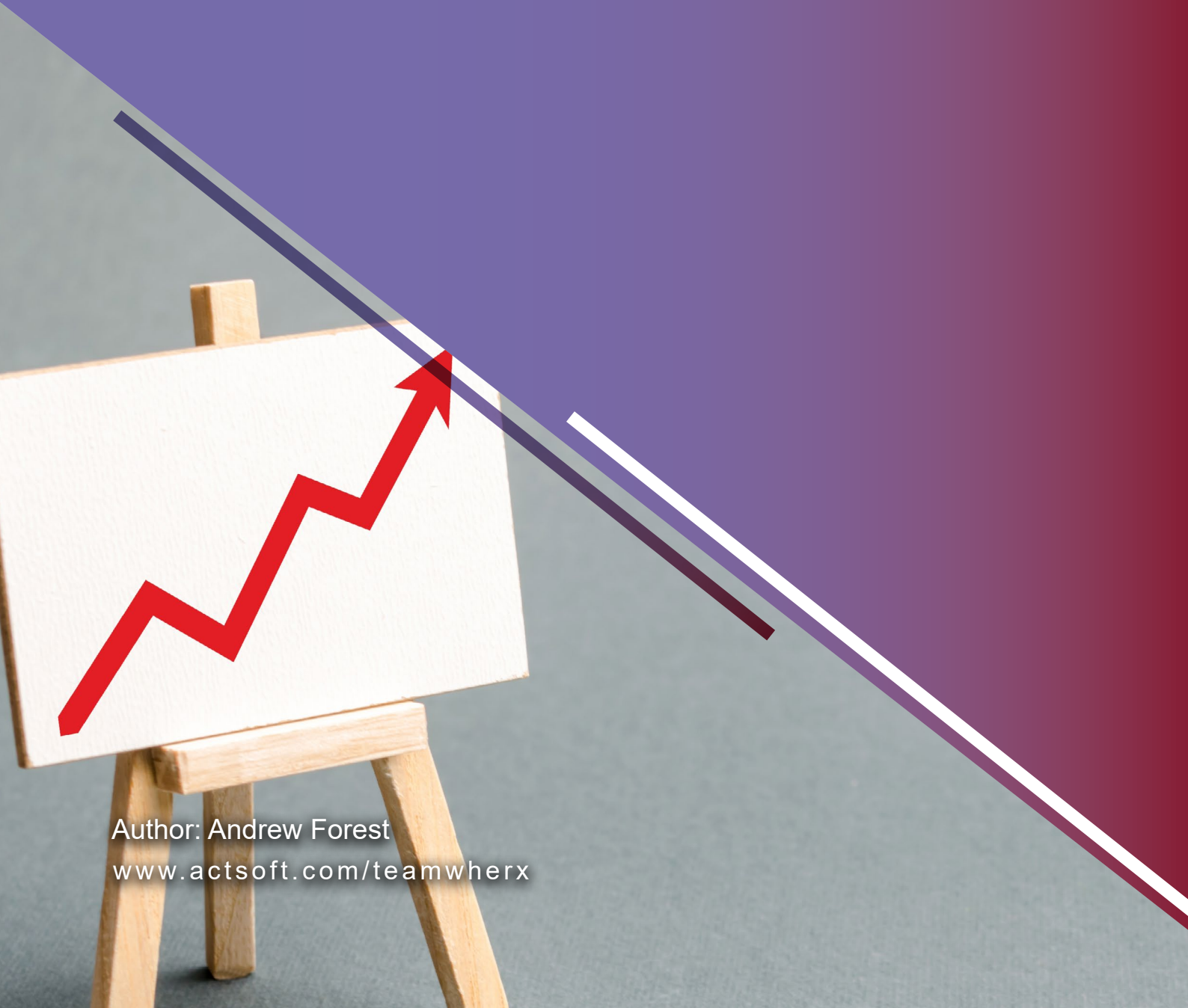




GUIDE:

How to Increase Productivity in Your Workforce



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Why Optimizing Productivity is Critical to Your Business

For any business, productivity is an essential component to growing revenue, employing an engaged workforce, and delivering on objectives. Scaling your business for growth is most effectively done when every employee is productive and working as efficiently as possible.

However, high productivity doesn't just mean employees are engaged and excited to complete their tasks. The common phrase "working smarter, not harder" implies that productivity is crucial to success, and that automation can play a role in handling many of the necessary, yet time-consuming, drivers of success.

For service businesses, available work hours are best spent on tasks that help generate more business and increase overall profitability, rather than on outdated, manual processes that require too much time spent on tedious tasks. Manual processes that could be automated range from paper-based timekeeping/payroll to dispatching/scheduling new assignments via phone calls or a whiteboard. It's essential that your employees buy in to the business objectives and also have the tools needed to make their jobs easier, more efficient, and free of barriers to high productivity during their day-to-day work.



What is Workforce Productivity?

Workforce productivity is a measure of how much output your business's employees regularly generate.

Benefits of Strong Productivity

Strong productivity in your workforce results in a quality internal culture, a stronger bottom line, and optimized service for your clients, all of which work in the favor of better profitability for your business. With strong productivity, your team also tends to communicate more effectively, as responsiveness both internally and externally is consistently quicker.

In addition, your customers are among the primary beneficiaries of employing a productive workforce. When clients need emergency service, they don't want to wait long for assistance from your company. Having engaged, responsive staff makes it easy to quickly assign an available employee to address their needs, helping your business develop a strong reputation and retain more clients through quality service.



Impact of Low Productivity

Conversely, low productivity hurts your company by limiting its daily output, ability to take on new business, and its potential to complete important initiatives on schedule. Too much time being spent on



tasks that could be automated also negatively affects overall performance by taking away valuable availability from employees. By equipping your workforce with technology to receive assignments quicker, prevent manual data entry/handwritten paperwork, and communicate nearly instantly, your staff remain in an optimal position to handle their service calls as productively as possible.

3 Tips to Improve Your Company's Productivity

Here are some important tips about how to increase productivity in your workforce before, during, and after each service call.



How to Improve Productivity Before a Service Call

Prior to a service call, eliminating productivity barriers like excess paperwork, confusion on assignments, and any need for your technicians to first drive to the office puts your employees in the best position possible to optimize their time spent working. [Workforce management solutions](#) can play a role in reducing some of these inefficiencies by offering an all-in-one answer to allow field techs to remain in the field for longer, equipping them with all the tools they need to exchange vital insights with administrators at headquarters. If one of your employees needs additional information before starting work, providing easy access to consult managers or dispatchers in real-time prevents the possibility of delays occurring.



How to Improve Productivity During a Service Call

Monitoring the locations of your field employees while they're working on service calls helps you ensure projects remain on-task and on-schedule. In knowing the near real-time positions of your staff, you can ensure they're working from approved locations and monitor project statuses. Consistently communicating with your field employees also helps you remain in-the-know on what the status of a service call is, empowering you to send additional resources to a project (if any are required).



How to Improve Productivity After a Service Call

Pertinent forms like work orders that need to be finalized once a service call is complete can add additional time and stress to the project's end. However, with digital solutions for paperwork, you can streamline this process, so your technicians can move to new work orders faster. The most effective productivity is spent on-site helping customers, since it directly impacts the revenue your business is bringing in. By reducing travel to the office and digitizing cumbersome documentation, you can help your team members wrap up existing service calls efficiently and be able to accept new ones faster, all without sacrificing the quality of their work.

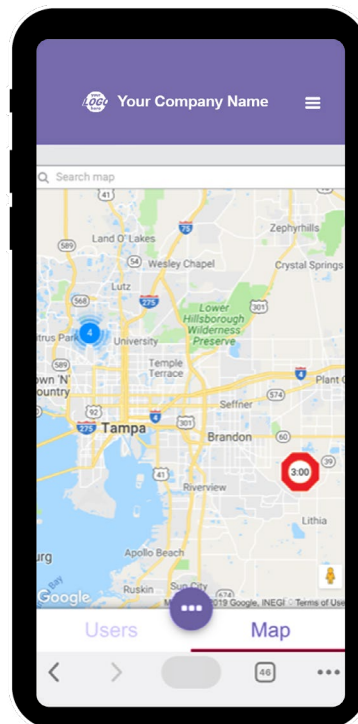
How to Measure Productivity in Your Workforce

Measuring productivity on your organization is easy to do, particularly if you run a field service-based organization. As previously mentioned, the use of a workforce management solution can help you monitor productivity in several ways:

GPS Tracking – See the near real-time GPS positions of your staff in the field and ensure they're only working from approved locations.

Work Order Management – Get a high-level view of your staff's current and future assignments and electronically schedule and dispatch new work orders on the fly.

Messaging – Check in with employees who are working in the field electronically to ensure projects are consistently moving forward and needed equipment and materials are readily available.



Ensuring work order efficiency is optimized can potentially allow you to take on more service calls daily, and from there, you can easily measure the impact of increased output on your organization's revenues.

One of the last, yet most important impacts of optimized productivity in your business, is the positive effect it has on your internal culture. [According to a study by Oxford University's Saïd Business School and BT](#), company employees tend to be 13% more productive when they're happy. With worker happiness and high productivity going hand in hand, it's clear that a positive internal culture is bolstered by doing everything your organization can to ensure staff feel fulfilled in their roles, engaged, and excited about coming to work.

Use the information in this how-to guide to help increase productivity in your organization, keep better track of it, and optimize your business processes.

For a workforce management solution that provides every tool your company needs to enhance productivity (and profitability), discover [TeamWherx™](#) today.

Sources:

<https://www.ox.ac.uk/news/2019-10-24-happy-workers-are-13-more-productive>
