

October 2010

Could your business be more productive?

A few of our small to medium sized business clients have been raising staff issues with us lately - how to find the best ones and then keep them. It really makes for a happy work environment, not to mention successful results when staff are enjoying their jobs and achieving their goals. For many a small business owner, it's another issue they don't have the desire or knowledge to spend time on (a lot like debt collection)!

At CollectIT we specialise in debt collection - not human resources, BUT ... they are interlinked. Businesses need to have procedures and policies in place whether it is for debt collection or human resources.

According to Hamilton human resource specialists, Everest Group Limited (www.everestgroup.co.nz), an expense that can be managed far more effectively by business owners is salaries and wages. If you're a boss then you'd know that every employee expects to be paid every week or fortnight no matter how productive they've been. According to the team at Everest Group, this level of acceptance by business owners is costing millions of dollars every year.

Even one unproductive staff member can lead to a significant drain on your cashflow. If you discover any member of your team is not meeting their normal standards for productivity, this is a situation which has potential to spread like wildfire across a business if the underlying problems go unaddressed.

What can you do about lack of productivity?

The team at Everest Group have provided us with this simple checklist which directly relates to costs in your business that you might like to apply:

Do you have clearly defined job descriptions so that every employee knows what's expected of them?

Do you regularly review performance and provide employees with examples of where they are meeting or not meeting your expectations?

Do you have a well designed induction process which allows new hires to understand every aspect of their job?

Do you meet with employees who are regularly absent from work or suffer attendance problems?

Do you actively manage leave to minimise costs and for efficiency?

Is poor performance dealt with quickly and effectively in your business?

Tackling some of these tricky issues can quickly effect change in behaviours, attitudes and expenses in your business. Don't wait another pay cycle before you start addressing some of those unproductive expenses!

How much time do you waste searching for forms, templates, and

Everest Group Case Study

Bob owns a small business with 20 staff. He is an experienced tradesman who built the company up and is very proud of his efforts (and rightly so!). However recently staff turnover has been growing, the team are pretty unmotivated and there are no real systems or procedures in place to help Bob manage his staff. Bob in his wisdom called Everest Group who undertook a review of Bob's business and found that with rapid growth he'd lost track of how to get the best out of his people. He purchased HRtools, Everest Group helped him set up HR policies and procedures, which in turn helped his staff clearly understand the Do's and Don'ts in the business. They also helped Bob to set up regular performance reviews with his staff which immediately reduced staff turnover and improve staff morale. Everest Group taught Bob how to recruit effectively and deal with disciplinary issues as they came up rather than just ignoring them. Bob sleeps better at night now knowing that help is only a phone call away if he needs some assistance with his staff.

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ideas on how to manage your staff? Everest Group Ltd provide a DIY system (like CollectIT do with debt collection) to take the stress out of managing your team. It is called HRtools and is a one-stop-shop that gives you all the resources and guides you need to manage your staff effectively.

Also like CollectIT Ltd, if the DIY process is not for you, Everest Group will happily do the work for you. Call 0800 EVEREST today for more information or click on the link below.

<http://www.everestgroup.co.nz/What-We-Offer/Online-HR-Support>

We have covered this issue today to add value to our clients businesses - if you have a debtor that is causing you grief please contact CollectIT on 07 834 911 or info@collectit.co.nz

Until next time

don't write off debt... **collectIT**



Catherine Clark & Melanie O'Neill
Directors



0508 CollectIT (0508 26 55 328)

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Success Story

Independent Verification Services

Everest Group have provided human resource services and support to Independent Verification Services since 2008. However, they didn't just provide HR services, they have given us the systems and knowledge to manage HR ourselves. Their understanding of people along with their employment law expertise sets them apart. I unreservedly recommend them.

Peter Webb

Chief Executive

Ph: 021 441 146

[more success stories](#)