THE THREE PILLARS OF MANAGING A REMOTE WORKFORCE

THE THREE PILLARS OF ACCOUNTABILITY

The working environment as we know it has changed for the foreseeable future. Most business have developed a recovery strategy to the pandemic and have been able to breath a collective sigh of relief but are now facing a different set of challenges as they transition to a fully remote workforce. Possibly the most challenging part of managing a remote workforce is facilitating the work performance that your organization is accustomed to. Employees are still working but are now subject to the mid-day television, barking dogs, crying children, and Zoom Happy Hour, all of which can hinder the overall product ivity of an organization. The question is how can you ensure that employees are executing their daily work and meeting the standards that are expected of them? The answer is quite simple and does not require a fully re-structured remote workforce. Remote staffing companies are experts at managing remote teams. The remote work concept is daunting to those who have never experienced it but for a company like Connext, who has been managing remote work for years, it is part of our everyday processes. Connext has developed a simple system with three measurements that allow us to expertly manage the efficiency of our employees and satisfy the expectations of our clients. The three pillars to this system are:

PRODUCTIVITY   **UTILIZATION**   **QUALITY**

Productivity is the most important measure for any employee. It tells us what someone accomplished over a certain amount of time. For example, 100 accounts billed per day or 10 calls answered per hour. Productivity, which can be measured in a variety of ways, gives management the ability to understand what is being produced, set goals, make plans, and take action to exploit opportunity. Productivity metrics allow you to tailor and build a team, remote or on site, so that your business does not lose traction as we recover from COVID-19.

☑ **Utilization** is a simple metric that shows how your employees spend their time. It is generally expressed as a percentage, e.g. 98% utilized. It tells management how much employees are working and allows for adjustments to ensure that the right employees are working the right number of hours and on the right tasks. If utilization is high, but productivity is low, that is a problem. However, even for high performing employees, it is difficult to know whether they are overloaded or have the capability to take on more tasks. Utilization is visual and intuitive when everyone is together, but requires data driven assessment in a remote environment.

☑ **Quality** is self-explanatory but requires some thought to use as a management tool. High productivity is of no value without acceptable quality, which is generally expressed as a percentage. For example, 99.5 % of orders were entered correctly. However, quality generally drives cost, so it is important that quality targets are realistic and consistent with the company's strategy. For example, 100% quality might require redundant checks which requires more staff time. In many cases, it is more effective to accept 99.5% quality than spending countless hours striving for perfection.

Utilization, Productivity, and Quality are three simple, measurable processes that should be implemented in your remote workforce to improve results. Tracking these three measurements will not only make your organization more effective but will also make your employees more driven to complete tasks and increase morale across the business.

By using procedures for accountability, you are not only making your business more efficient but are also bringing back a sense of normal in an otherwise chaotic time. I know, even for me, it is nice to have a little structure to fall back on to make my day as fulfilling as possible. Not only are you instilling a sense of purpose and direction in your remote employees but can also start to build back the culture and morale of your organization.

Eliminate your worries about your employees taking a surf break rather than completing their assigned tasks, start tracking their utilization, productivity, and quality today! For more information on these three metrics for improving your remote workforce, please check out our 'Remote Workforce' White Paper at Connext.solutions.