

Process Consulting - HR & ADMIN

Storyline...

The client with a large group of companies is a major player in the Middle East. The Personnel and Admin division of the client has been providing various HR and admin related services to all the companies under its banner.

MaGC® (formerly NCRCL®) was asked to provide a comprehensive “As Is” Process Documentation of the four departments under personnel and admin for the benefit of the entire group of companies.

The purpose was to efficiently utilise the existing processes and identify gaps if any for smooth functioning of its operations.

Once upon a time...

The personnel and admin department at the head office of the group provides services pertaining to HR, admin, travel, and passport and visa for its employees, visitors and its business units. The company required streamlining and documentation of its processes both within the division and in the services offered to others.

The assignment also included uploading the process document into the newly acquired software for better accessibility and facilitation.

Moving on...

The MaGC study commenced with detailed discussions with the Management and key functionalities belonging to the four subdivisions of the personnel and Admin department. The four divisions included the following:

- Human Resources
- Admin
- Travel
- Passport and Visa

This was followed by mapping of the entire processes of the four departments with validation from the respective officials. The number of processes for the four departments was approximately 50.

The study also included the flow of documents within the department, and between the department and its Units.

After the study, a complete and a detailed report was prepared which contained the process maps, Document flow represented as a flow chart, the Authority levels of documents in terms of preparation, verification and authorisation, and the reporting formats.

Finally...

This comprehensive document helped the company document its operations and identify the gaps existing in the present system. This would pave the way for preparation of a more robust process which would enhance and streamline the processes both within the department and between departments and Business Units.

