

Technology and Employee Retention: How a Hippo can help you reduce your employee turnover rate.

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The best ways to motivate your employees and decrease turnover are dependent on many factors such as financial retribution, personal development, healthy work life balances, and having the right tools available to them.

As society moves forward, it is noticeable how our economies are increasingly based on knowledge rather than products offered. There is a growing portion of the modern economy that is based on in-tangibles rather than material goods. Among these intangibles exists Human Capital, which is arguably the most valuable asset to an organization, yet it is also the most vulnerable to erosion. To put it in perspective your human capital, your most valuable assets, walk out the door every day. Reducing the number of employees who voluntarily leave is critical. The most successful companies are the ones that can manage human capital in the most effective and efficient manner.

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From a financial perspective, the correlation between employee satisfaction and financial performance is clear. The theory goes as follows: employees that are satisfied, are motivated. Employees that are motivated are more productive. And employees that are more productive are increasing profits for organizations. However, to satisfy and motivate employees is easier said than done. In these situations, financial incentives are going to keep employee turnover low for only a short period of time. The long term solution is a mixture of various elements that keep the employees coming back every day, whistling on their way to work.

“There is one key to profitability and stability during either a boom or bust economy: Employee Morale.” Herb Kelleher, Founder Southwest Airlines.

In a services based industry maintaining excellent relationships with your consumers is imperative. How you manage these relationships will determine the



opportunity your organization has for success. When your facilities are part of the services and goods that you provide to your consumers, the proper maintenance of these assets are vital. When you have more than one location, the importance of a single integrated platform to organize your maintenance needs and to ensure consistency across all locations becomes an even larger need. Here's where HippoFM comes into play. Having a platform such as HippoFM utilized across all locations, your organization can not only standardize processes, but also reduce your employee turn over rate. The following key points will further explain how you can retain your key staff, with the help of a hippo.

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Training

With a single integrated platform such as HippoFM, assessment and training initiatives can be standardized across all locations. This allows an efficient and effective ability to train your staff. The learning curves for processes are shortened and employees will have new innovative tools to accomplish their tasks. They can streamline their daily schedules to cut down on wasted travel time and add another skill set to their personal development checklist. Employees will feel empowered to accomplish more work orders, with better quality tools, in less time.

Standardizing

Not only can training initiatives be standardized across all locations, but so can processes. Management can be assured that maintenance requests in each location are being completed in a consistent and head office approved manner. Further, using HippoFM, management can be assured that all preventative maintenance is being performed routinely, prolonging the lifespan of you facilities.

HippoFM even has a function that allows for head office approved contacts to be used when outsourcing to a contractor is necessary. By recommending certain vendors over others you can ensure that the quality of work is up to your standards, and since all locations will have access to this information you can negotiate a better rate with your vendors.

Benchmarking

Who doesn't like a little bit of healthy competition? By standardizing all your maintenance needs onto one single platform such as HippoFM, you can benchmark your locations against each other. Whether it be number of work orders that are completed on time or how many work orders have been entered into the system, you can create the parameters to rank your locations against each other. This allows for your management team to further analyze your practices and reward locations that display outstanding performance.

All of these functions, allow for your employees to be motivated to succeed. When employees feel as if they are part of a competition in which their output can be rewarded, then they are more inclined to put in the extra effort to succeed, and are less likely to be searching elsewhere for that thrill you receive from being satisfied in your career.

Employee feedback

By implementing a single system across all your locations, employees are given the ability to provide feedback that is relevant to management. Instead of having feedback that cannot easily be compiled from locations all running various processes, you can give your employees the ability to provide management feedback that is useful and measurable. These comments can then later on be taken into consideration, not only offering management with a front line view of what business operations are like, but also allows employees to have their voices heard within the company.

Work/Life Balance

A healthy work life balance is essential to motivating and keeping satisfied employees. With a system like Hippo, your maintenance personnel can complete more tasks in a day while not sacrificing quality of work. Your employees have time to go home and unwind, all while increasing productivity.

Since processes are standardized across all locations, employees have a greater ability to change locations and move provinces or even countries easily. This will allow

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for more satisfied and loyal employees even further reducing the turnover rate an organization may see due to various unforeseen life situations.

Autonomy

Having one platform also gives control back to the employee. The employee would be in control of their daily duties, and ultimately, their futures. Whether they are a 20 year old new graduate or a semi-retired veteran of the industry, employees do not like being told how to do their jobs, and both want to accomplish the assigned tasks correctly the first time.

In conclusion, an integrated CMMS system for all your locations can increase your organization's productivity, and also reduce your employee turnover rate. For more information about HippoFM and our CMMS solutions, go to www.hippofm.com or you can contact us at 866.956.2859, or by email at info@hippofm.com. We look forward to helping your organization reach its full potential!

About The Hippo:

Hippo Facilities Management is a Canadian owned and operated organization that provides a unique twist to common CMMS systems. Using your architectural floor plans in the graphical dashboard this all encompassing system is user-friendly, convenient, and fun.

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