



MO Careers Resources

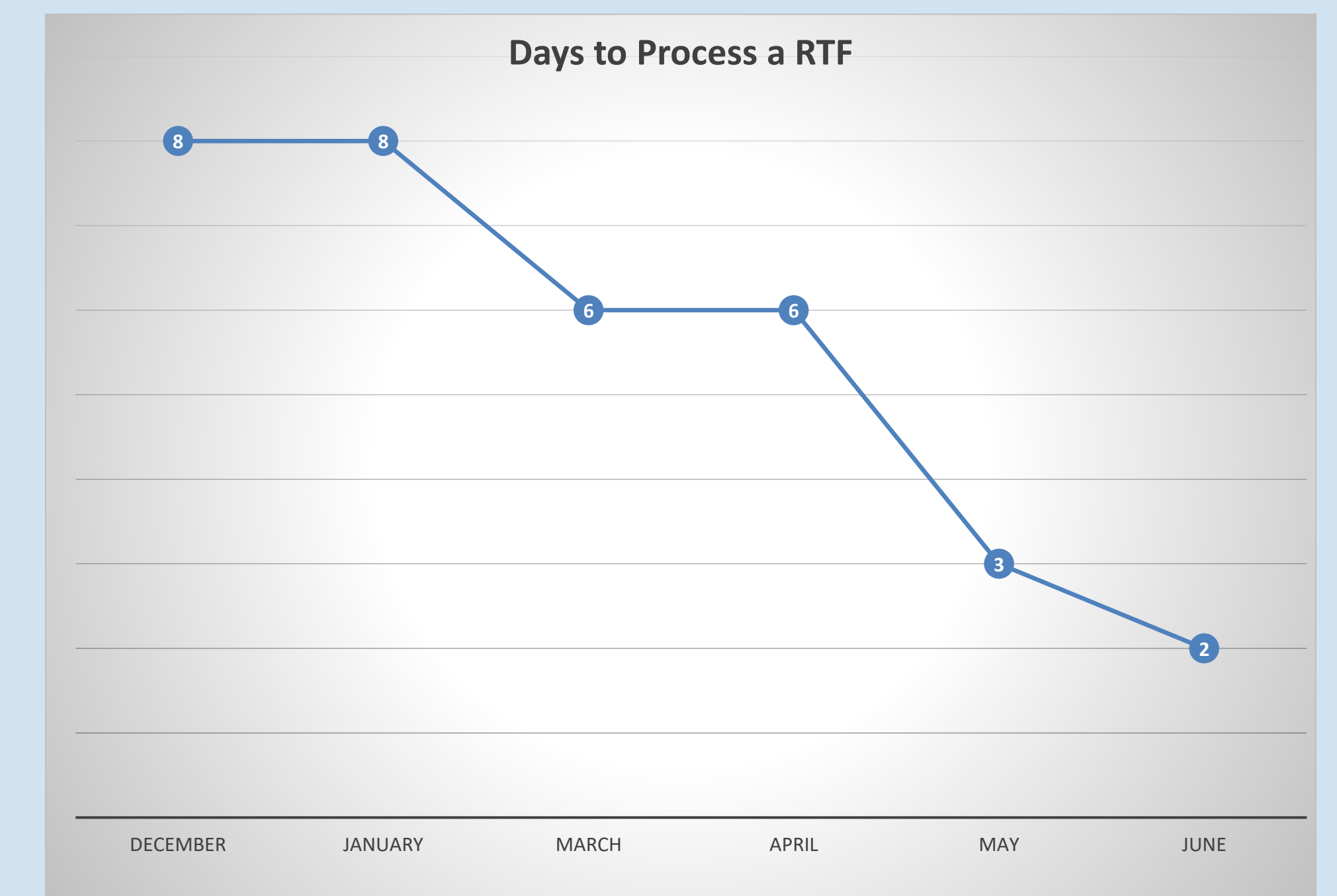
Problem Statement

OA hiring managers and divisional admin teams had undefined, autonomous workflows when submitting the Request to Hire (RTH) and onboarding new team members in MO Careers. This led to wasted time, missed communication, and frustration.

Scope

The scope of the project was limited to only the disruptions in the RTH and onboarding processes.

Data



Down from 8 days to 2 days

Team Photo



Analyze

Our team began to track the following information:

- Disruptions in the workflow of tasks at hand-offs,
- Date of completion for each task that is in the hand off, during the onboarding process.

Outcomes

Our efforts have paid off in many ways:

- Decrease in workflow disruptions (errors),
- Better understanding of processes among all stakeholders,
- Time to Fill metrics decreasing,
- Less frustration among all stakeholders,
- Time to process each task went from 8 days to 2 days, and
- A better candidate experience

Action

1. Develop a sensible, online tool to share information to develop a defined life cycle of the process.
2. Use current process maps to determine each task of the process in the life cycle and who was responsible for the task to be completed.
3. Break down each of the tasks into individual guides that had steps mapped out of how to complete the tasks.
4. Allow stakeholders to vet the information to ensure that it was accurate. This also provided ownership to the divisions, increasing their willingness to utilize the guides.
5. Upload guides and support documents into the online tool.

