



PASFIELD CURRAN CONSULTANCY

Introduction

Pasfield Curran consultants were originally involved in introducing annualised hours into the UK in the mid 1980s. They have had a substantial impact in improving the business performance of major blue chip companies.

In response to changes in the economy, society and employment legislation, the organisation has developed into a centre of excellence for all aspects of flexibility and work-life balance.

Getting to know your business

We believe that the key to any successful business is to understand and deal with the real demands on all internal processes. Implemented strategically, flexible working can provide a practical way, using concepts such as annualised hours, to help deal with these demands.

What we mean by demand is all the forces that may impact on a business.

External forces such as changes in the market and competition, legislation, the political and economic environment, parent company requirements, etc. are outside the control of management but must be taken on board. These forces translate into internal demands such as customer requirements, performance expectations, unit cost targets, quality and service standards, asset utilisation, operating methods, equipment and process running options, work practices, attendance patterns, culture etc. In addition, employee expectations are a major consideration. To determine the real demand profile one must examine this multi-dimensional business model comprising all of these forces. Some of these forces will be unique to each business and consequently, flexible working arrangements need to be tailored to each organisation or operating unit.

It is not just about working time

Only when the real demand profile is understood can new flexible ways of working be introduced. The ability to think laterally throughout the process is important as everyone's views and assumptions are challenged about what is possible.

Working at the 'sharp end', the timing of critical tasks and the skills required for any given level of product or service can be determined. Definition of job groupings and 'time-critical' staffing levels are essential pre-requisites to determining the solution.

Using these tools new team structures can be implemented, matching the available hours of employee work teams to the demand for products and services. Our consultants model the necessary requirements by time and skills, enabling the client to assign people to skill positions - or identify where and when the skill gap exists.

Pasfield Curran have consistently proved the business benefits of a more flexible approach to work :

- Higher productivity
- Enhanced quality and customer service
- Increased staff motivation and commitment
- Reduced absence
- Easier to attract and retain good people
- Ensuring legal compliance

Our Partnership methodology

Our experience shows that best results are achieved by managing the process in partnership with the organisation and its employees from the outset. In many instances, the flexible working ground rules have been developed through the understanding and consensus of those who will participate in the new ways of working. Placed alongside our expert knowledge the results are always impressive.

"improving the business performance of major blue chip companies since the mid 1980's"

PASFIELD CURRAN CONSULTANCY

We apply five key concepts to meet each client's needs:

Demand Profiling

"Assessing the real demand for products and services"

Work Time Modules

"Developing a flexible approach to working time"

Job & Team Profiling

"Establishing meaningful structures"

Work-life Balance

"Designing valuable leisure time"

Motivation & Reward

"Providing ways to underpin new ways of working"

Win-win

In bringing about the change there has to be tangible benefits for employees, possibly in terms of higher guaranteed pay, training and development opportunities and an incentive to have more say in how work is performed. And of course, reducing the hours needed to do it.

Employers sometimes believe that work-life balance equates to inefficiency, loss of productivity and disruption. Yet well-founded flexible working schemes can actually deliver more efficiency and productivity, create less disruption and reduce recruitment and training costs.

The Whole Process

Pasfield Curran can help with every step of the process, from analysis of the business, right through to the implementation of the new ways of working. Working with our colleagues in Crown Computing we are able to complement our experience with help and advice on control of working time and time accounting.

PASFIELD CURRAN

flexibility & work-life balance consultants

We provide a wide range of services to our clients, including;

Project Consultancy

Helping you to deliver the benefits from analysis and design to implementation

Establishing the Business Case

A 2-day exercise for organisations wishing to either introduce flexible working or significantly improve existing arrangements.

Best Practice Benchmarking

For those that have already introduced annual hours or other form of flexible working. Assess where you are against current best practice in this half-day workshop.

Flexibility: The Way Forward?

This is a half-day workshop for management teams considering the introduction of flexible working.

Quarterly E-Bulletin

Keep up to date with new developments and best practice. Register on our website for your free copy.



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External Environment

- Economic
- Political
- Social
- Technology
- Legislation

Market

- Internal / external
- Growth / decline
- Customer expectations
- Competitors



D E M A N D →

TIME & WORK
ORGANISATION

← D E M A N D

Analysis & Diagnosis

- Demand profiling
- Planning systems
- Business processes
- Asset utilisation

Develop Optimum Solution

- Work time modules
- Job & team profiling
- Work-life balance
- Motivation & Reward
- Cost benefit analysis

Implementation

- Project management
- Change management
- Employment legislation
- Employee relations
- Flexible working ground rules
- Resourcing & training plans

Enabling & Measuring Solution

- Time & attendance
- Time & accounting

Review & Re-assessment

- Pre-defined
- New demands



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