

SOFTBRICK

WORKFORCE SOFTWARE

SUCCESS STORY

"By placing the responsibility for time registration on the shop floor, we have sharply increased the involvement of management. We have gained a lot of benefits from this, in terms of time and money.

SIEP KUIPERS AND WENDY HOEKMAN OF

AKZO NOBEL

DELFT, THE NETHERLANDS

"IN NO TIME, SOFTBRICK HAD AN ANSWER..."



Akzo Nobel is one of many companies operating within the Chemie Park Delfzijl. The largest company, to be more precise. Everyone who enters or leaves the Chemie Park must clock in using a special badge and every week Akzo Nobel prints a record of who clocked in and out at what times. In addition, Akzo Nobel uses Softbrick for time registration. The complete solution from Softbrick has earned its own name in Delfzijl: TiCo, or TimeControl.

Akzo Nobel Delfzijl produces the basic ingredients for chemical processes and salt. Obviously, efficient placement of people is of paramount importance for such a broad product package. They are more than aware of this at the Personnel Information Office at Akzo Nobel. We spoke to group manager Siep Kuipers, and Wendy Hoekman of the Personnel Information Office.



YIELDING A GREAT DEAL OF MONEY

"Time is money." Siep Kuipers couldn't have put it more succinctly or directly. Before we set out with Softbrick, we used a clock system from another supplier. That system, however, was not millennium-proof and the adjustments to remedy

this as well as to meet our requirements were costly. So we needed to select a new system that fit a company of our size. That is when Softbrick entered the scene. The Softbrick presentation was well received by everyone here. Moreover, Softbrick had answers to our questions in no time at all. The functionality offered by Softbrick simply fit in with the Chemie Park Delfzijl or could easily be modified. In addition, we took a

tour of ASML, where Softbrick was already in operation, which made things quite clear for us. Softbrick developed a connection to our salary and personnel information systems, named Pegasus, especially for Akzo Nobel. Given the fact that payroll accounting is done in Hengelo,

TESTIMONIAL

Softbrick first went to work at the Hengelo site.

TiCo is a system that offers departmental management a quick overview of operations, which allows them to make better planning decisions. The system is loaded onto the manager's own PC. This increases commitment in terms of time and occasional bonuses. A better overview of overtime worked, for instance, is possible. In this way, Softbrick has already yielded a great deal of money."

COMPLETELY THEIR SYSTEM

"At Akzo Nobel Delfzijl, we have 1,170 people on the payroll. For the entire Chemie Park facility, there are a total of 6,000 people in the system, including visitors, transporters and contractors. These are people who work in various disciplines; in permanent schedules, day shift and in five shifts. The times of all these people must be registered flawlessly. With Softbrick, it is possible to print out good overviews per individual. The nice thing about Softbrick is that the immediate supervisor now determines and approves bonuses. He can personally check and forward the data to the salary system. Obviously, we regularly double-check the information." Wendy Hoekman continues, "It is an easy system to work with. If any of the supervisors have questions or problems, they can call us for assistance. Regardless, it is important for people to feel more



involved. TiCo is completely their system, which is why they support it 100%."

The Softbrick solution is not only practical for personnel management, but contributes to security as well. "Everyone in the facility must have a badge, even the lorry drivers. In the event of a disaster, we could immediately print out a list of those who are on the grounds."

The access control system is also connected to the medical registration system. The badges of those who call in sick are disabled and will not allow them access to the Chemiepark in Delfzijl.

STEP-BY-STEP IMPLEMENTATION

For a smooth introduction and to facilitate the use of the system, a manual was made for Softbrick users, with particular attention paid to bonuses. End user coaching was Akzo Nobel's responsibility. Siep Kuipers carried the final responsibility for this. "We started with a team of six people. We then arranged for a practical instructor to visit every business unit. Together with Softbrick, the practical instructors trained the people in their sector. During this process, our team remained open to suggestions, wishes and ideas, allowing the Personnel Information Office to respond quickly. Softbrick provided us with a schedule that clearly indicated what was going to happen each week. In addition, we put a strategy together, including training programmes. The implementation was problem-free thanks to our sound preparation."

For Akzo Nobel, this was an entirely new system, with new possibilities and therefore a new start. "We clearly opted for a completely different approach, through which we channelled responsibility directly to the shop floor. In order to implement this approach well, we first created a



test department where everyone could work with the system on a trial basis. In such a situation, people are not afraid to make mistakes. In the early stages, we discussed one another's discoveries every week." Wendy adds, "You clearly saw progress. More and more of the system worked successfully and all the pieces fell perfectly into place."

SUCCESSFUL INTRODUCTION AND A GOOD JOKE

The technology was the realm of Softbrick. The introduction at Akzo Nobel was an organizational challenge that fell into the lap of the Personnel Information Office. For Siep, Wendy and the other employees of this office, the big day was the Saturday before Easter 1999. "We were busy that day from 6:00 a.m. until 11:00 p.m. We even stood at the gate to explain how the new system worked to everyone entering. We had already distributed the badges in folders to the departmental managers. The folders were specially designed, as were protectors for the badges, and posters with noticeable slogans had been mounted up on the walls around the company for weeks. We even pulled off an April Fool's joke. The people were invited to come load their badges at the Personnel Information Office. A large number of employees made a special effort to come by our offices to do so," smiles Wendy.



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