



Turn A Disaster Into An Advantage – Get Creative

A pressure washing company contacted us to assist them in solving a significant cost problem. They provided trucks to individual driver/employees to go out and do pressure washing of restaurant equipment, parking lots, etc. Too often the trucks would come back with unreported damage to the equipment or the job took longer than the standard time allowed. In addition, customers would call and complain about the job not being done well, so the drivers would be sent back to redo the job, sometimes creating overtime pay for themselves in the process. All of this resulted in much higher cost of operation than the company could afford.

We created a four-tier pay structure for the job of Driver. Drivers were evaluated every 90 days and assigned to the tier justified by their performance in caring for the equipment, completing jobs within standard time frames, and avoiding the number of call-backs for quality problems. In the lowest tier, the drivers' wages were low enough to provide the company with cash to make repairs to equipment and pay the driver to repeat work. In the highest tier drivers' wages were 50% higher than the wage for the lowest tier, but the higher wages paid for themselves with reduced costs associated with equipment damage and substandard performance of the job.

Note: Sometimes a company's system has built-in rewards for poor performance, which the designer of the system cannot see. An objective third party can identify the inherent problem and help reduce costs and improve performance. Periodically inviting someone in to help you see what you cannot see on your own can pay big dividends.

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