



## LABOR SOLUTIONS

FOR EMERGING MARKETS

### SOLUTION OVERVIEW

In this case study, Workplace Options' Labor Solutions team addressed employer concerns by implementing technology used in the **WOVO** platform. WOVO is an integrated mobile and web-based system designed to provide wellness coaching and interactive e-learning to workers with ease. Additionally, it provides worker voice and wellbeing tools that foster wellness and productivity, and gives management actionable data.

## Substantially reducing turnover by using WOVO technology to better address worker concerns

### BACKGROUND

An apparel factory in China had a high turnover rate – almost 20%. In an effort to better communicate with their employees and reduce turnover, managers decided to implement technology from the WOVO platform.

### PROCESS

Within 6 months of implementation, managers at the factory had already noticed a change in their ability to understand the needs of their employees. Senior management observed “a direct link between turnover rate in a department and the number of employee questions and complaints from that department.” Through the platform's streamlined communications functions, management was able to quickly identify causes of turnover in each department.

## Powering Worker Wellbeing Around the Globe

As an established multinational company with over 35 years of experience, Workplace Options recognizes that understanding worker needs leads to increased productivity and reduced risks. That's why our LaborSolutions division offers affordable tools for enhancing worker engagement and reducing turn-over. With ISO 9001 and ISO 27001 certifications, we currently serve more than 58 million employees in over 90,000 organizations.

[www.worker-engagement.com](http://www.worker-engagement.com)

[LaborSolutions@workplaceoptions.com](mailto:LaborSolutions@workplaceoptions.com)

+1.919.834.6506



## OUTCOME

In one department, with a turnover rate of 35%, there were a lot of questions and complaints about paychecks, but often before the paycheck had been issued. When senior managers carefully reviewed the worker feedback from this department, they were able to discern that the department manager was threatening workers, saying he would reduce their paycheck if they did not obey his orders, when in fact, he did not have that authority. Senior management was able to conduct an investigation and quickly remove this manager. Consequently, **turnover was cut in half.**

In another department with a high turnover rate, managers noticed that many of the messages they were receiving were related to working hours. When they examined the issue, they discovered that on average this particular department had more overtime hours than the other departments. While employees liked the extra pay that comes with overtime, they felt that the amount of overtime was more than they could handle.

Although managers could not reduce the number of overtime hours, they were able to shift workers around, so that the same workers were not always on this line. The overtime was more evenly distributed, and the workers were happier. **The factory saw a decrease in the number of overtime complaints and an overall decrease in turnover across the factory.**

*Note: The information in this document pertains to technology used in WOV0 that was featured in a previous version of the product known as WPOConnect.*

WE HELP PEOPLE