



Payroll - BAU Huddle Dashboard

Return to Talent Home



BAU Targets

- 95% Critical Error Free target
- 90% Non-Critical Error Free Target
- Sample of 262 audits/month random distributed across types approximately

R1: 50, R2: 5
R1: 50, R2: 6
R1: 100, R2: 10
R1: 32, R2: 3

MTD Results

By Count

Audit Count 35
Critical Count % 99%
Coaching Count % 95%

By Pass/Fail

Total Audits (R1) 35
Total Audits (R2) 0
Critical EFR 97%
Non-Critical EFR 91%

Open CTQ Calibration

17

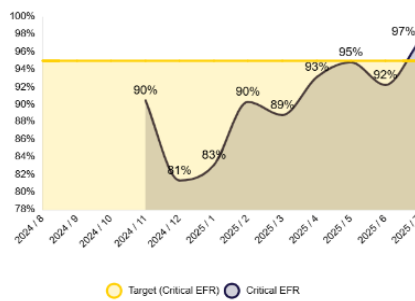
Open SOP Change Requests

3

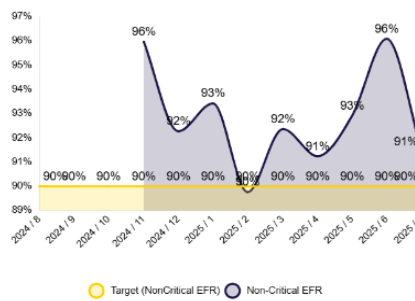
Open Questions

1

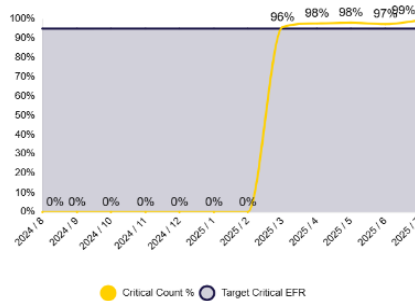
Payroll - Critical EFR by Pass/Fail criteria



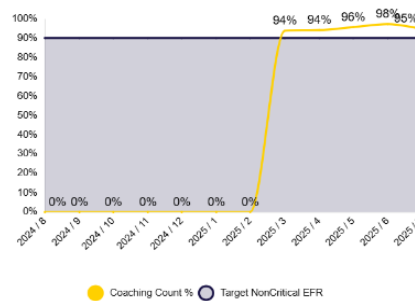
Payroll - Non Critical EFR by Pass/Fail criteria



Payroll - Critical EFR by counts



Payroll - NonCritical EFR by counts



Resources

- CTQ - Payroll
- Question Log - Payroll
- SOP Change Log - Payroll
- Payroll Quality Results - By Month
- Payroll Quality Results - By Processor
- Payroll Quality Results - Calibration Report
- Payroll Quality - R2 Report
- Payroll Quality Area of Focus - Last 3 Mon...
- Payroll Quality Results - By Day
- Payroll Escalation Tracking

Forms

- Question Log Form
- SOP Change Form
- QA Audit Form
- Escalation Form

Review SLAs

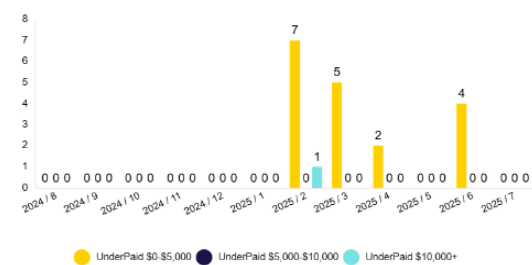
SLA for correcting audit items and escalation log items

- 48 business hours, to make corrections - And we can @mention people to get it done ASAP
- Analysts to mark things as reviewed and understood - within a pay period

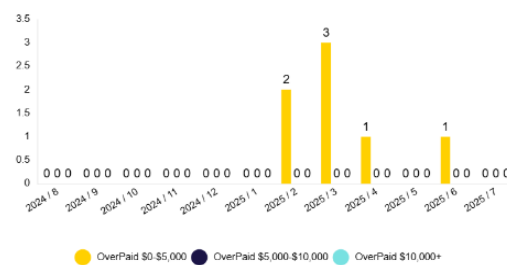
SLA for answering questions - Rush items should be reviewed same day - Non Rush items would be 24-48 business hours

SLA for updating SOP's - Within 1 pay period

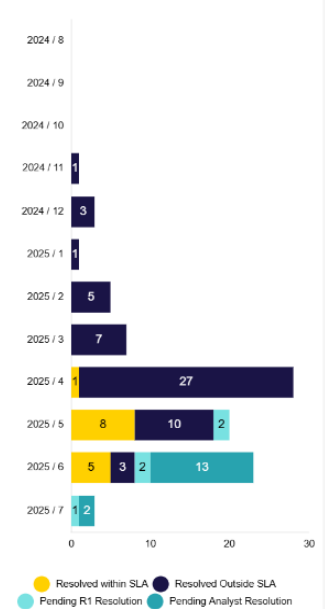
CTQ - Financial Impact - Under Payment Counts



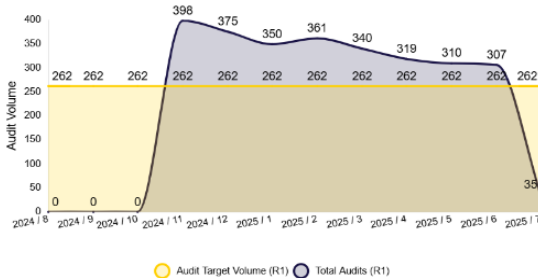
CTQ - Financial Impact - Over Payment Counts



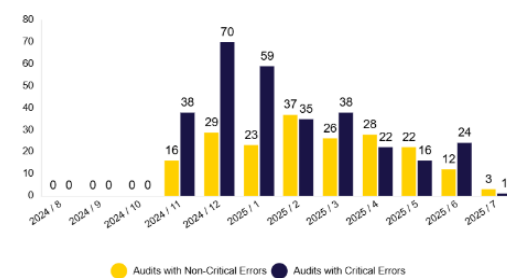
CTQ Correction Needed



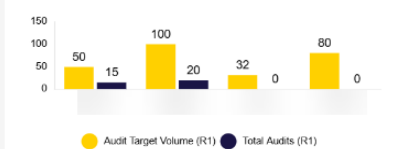
Payroll Audit Volume



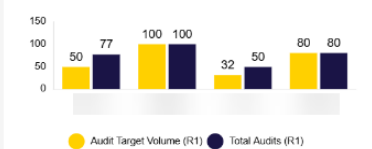
Payroll Audit Volume - Error Types



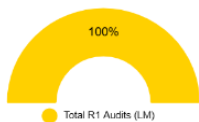
Current Month R1 Audit Mix



Last Month R1 Audit Mix



Current Month R1



Last Month R1 Audit Mix

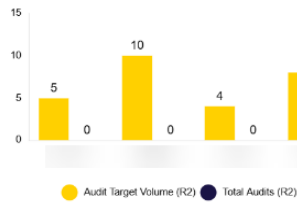


Payroll Quality Area of Focus - Last 3 Months

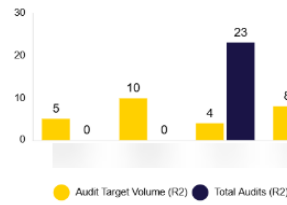
Primary	Team	Process	Total - Last 3 Months	Month 10	Month 11	Month 12
Month - Reference	Total		102	2025 / 5	2025 / 6	2025 / 7
Were all applicable tabs of the case workbook filled out completely? (Critical)		Alerts	5	3	2	0
Do comments left on the report indicate that the record was reviewed accurately? (Coaching)		Error Report	4	2	1	1
TSH Term Case: Was an accurate note added regarding if the EE is overpaid? (Coaching)		Term Case	3	3		0
Were the correct reports/numbers sent to LFG or PS Comp? (Critical)		Alerts	3		2	1
Was each line that required review notated appropriately? (Coaching)		Pay Run Reports	3	2		1
Was correct information/upload provided to the requester? (JIRA/Email/CES) (critical)		Data Requests	3	1	2	0
Was the report signed off with the processors initials and date? (coaching)		Retro Report	3	2	1	0
Was the report signed off with the processors initials and date? (coaching)		Time Mgmt	3	2	1	0
TSH Term Case: Were case notes added for any actions taken? (Coaching)		Term Case	2		2	0
Were your case notes accurate, clear, and concise? (Coaching)		Asgn Changes	2	2		0
Was the P@L status updated correctly? (Critical)		Alerts	2		2	0
Was the appropriate element set up in P@L elements? (Critical)		Pay Run Reports	2	1	1	0

Payroll - R2 Audits (R2) Payroll - R2 Audits (R2)

Current Month R2 Audit Mix



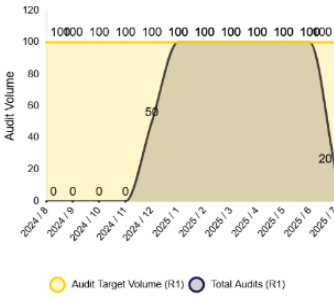
Last Month R2 Audit Mix



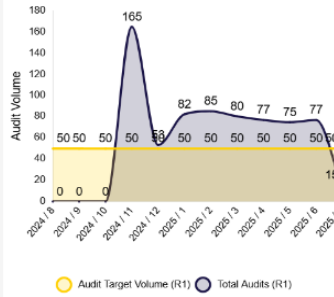
Were your case notes accurate, clear, and concise? (Coaching)
Were your case notes accurate, clear, and concise? (Coaching)
Were your case notes accurate, clear, and concise? (Coaching)
Did you provide the answer in full with the first response? (Coaching)
Did you provide the correct information to the EE (Critical)
Was the spreadsheet updated with actions taken? (Coaching)
Was the SSA Form completed accurately with information from P(L)? (critical)
Was the email sent to HR with all information correctly? (Coaching)
Was the spreadsheet updated with actions taken? (Coaching)
Was the main processing report set up correctly? (critical)
Was the spreadsheet updated with actions taken? (critical)

Transmittal	2	2	0
Billings and Cash	2	2	0
Overpayment Rev	2	2	0
Inquiries	2	2	0
Inquiries	2	2	0
Reports	2	2	0
IRS and SSA For	2	2	0
FL Weekly	2	2	0
FL Weekly	2	2	0
Quarter Error and	2	2	0
Quarter Error and	2	2	0

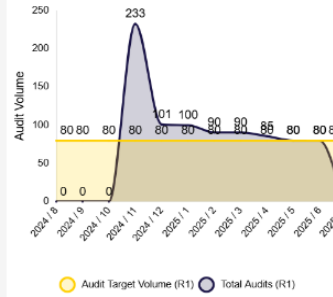
Payroll Audit Volume



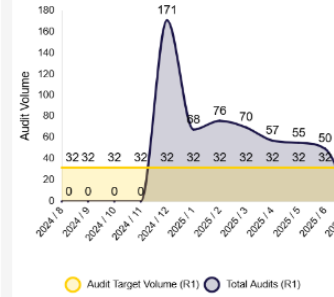
Payroll Audit Volume



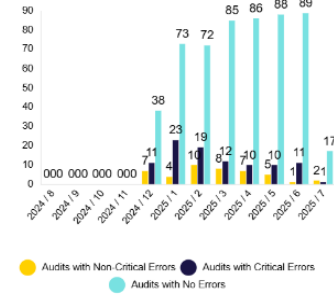
Payroll Audit Volume



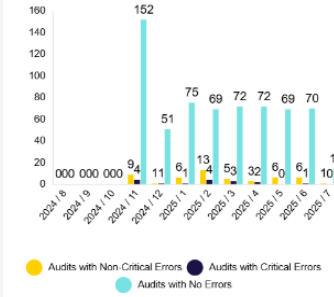
Payroll Audit Volume



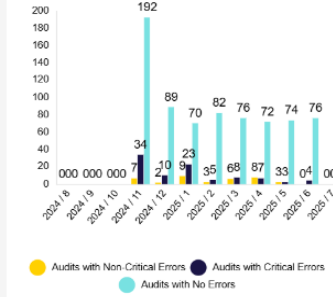
Payroll Audit Volume - Error Types



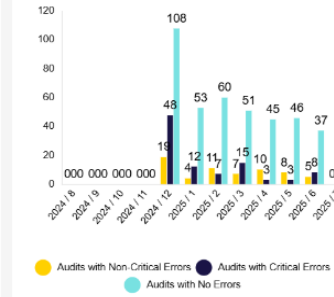
Payroll Audit Volume - Error Types



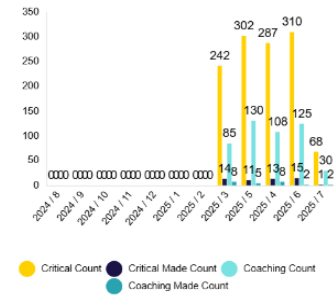
Payroll Audit Volume - Error Types



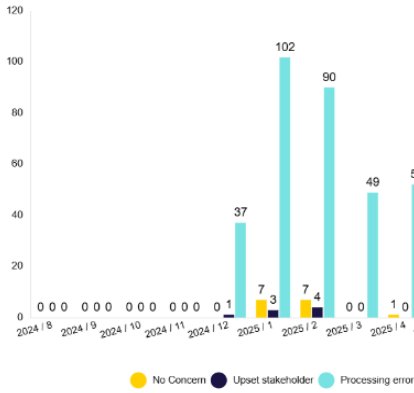
Payroll Audit Volume - Error Types



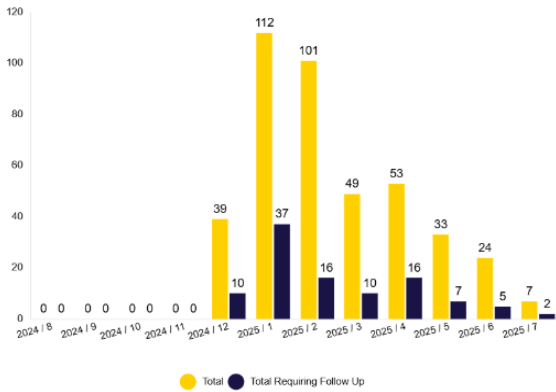
Payroll Audit Volume - Error Counts



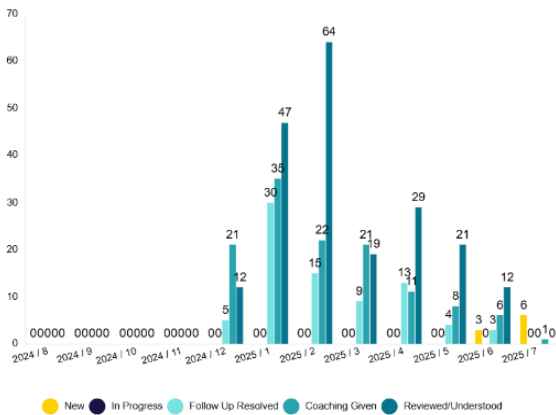
Payroll - Escalations - Cause



Payroll - Escalations - Totals



Payroll - Escalations - Status

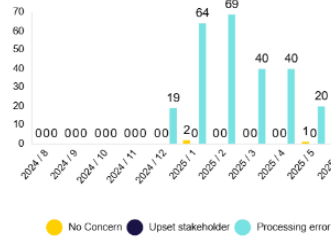


Financial Impact - Under Payment Counts

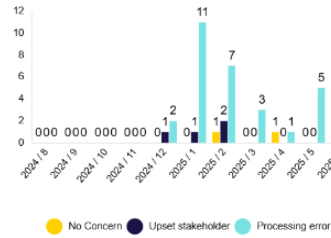


Compliment Concern Training Opportunity

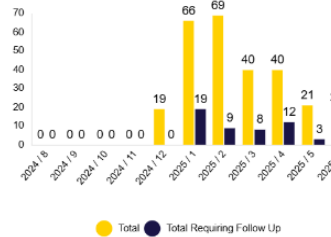
Payroll - Escalations - Cause



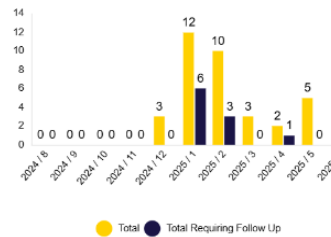
Payroll - Escalations - Cause



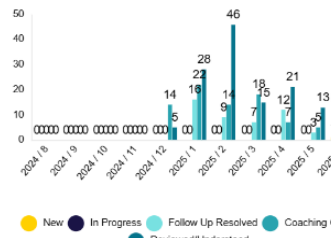
Payroll - Escalations - Totals



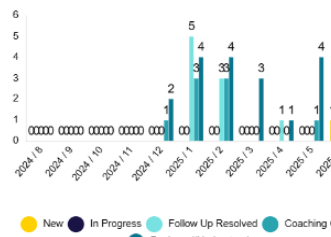
Payroll - Escalations - Totals



Payroll - Escalations - Status



Payroll - Escalations - Status

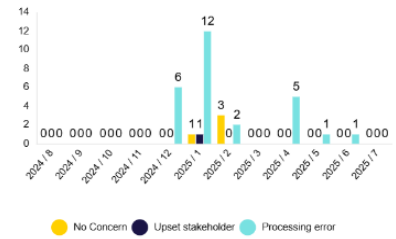


TCS Under Payments

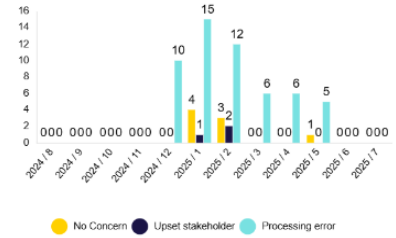


Compliment Concern Training Opportunity

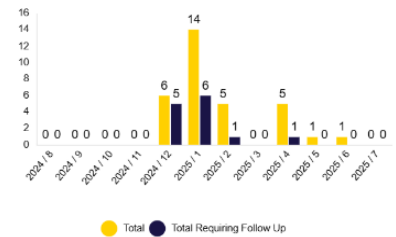
Payroll - Escalations - Cause



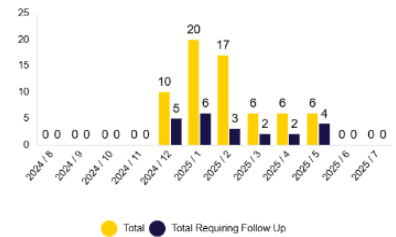
Payroll - Escalations - Cause



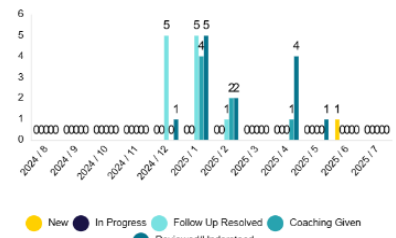
Payroll - Escalations - Totals



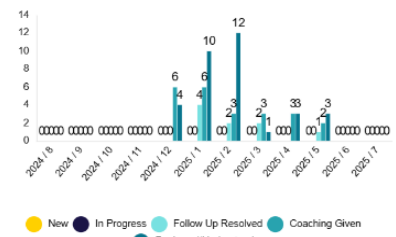
Payroll - Escalations - Totals



Payroll - Escalations - Status

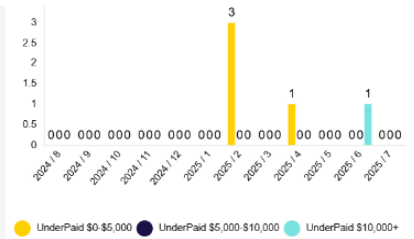
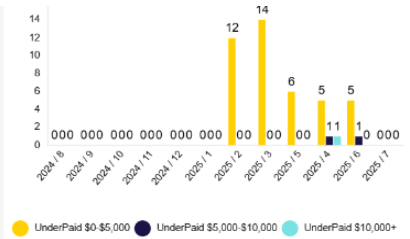
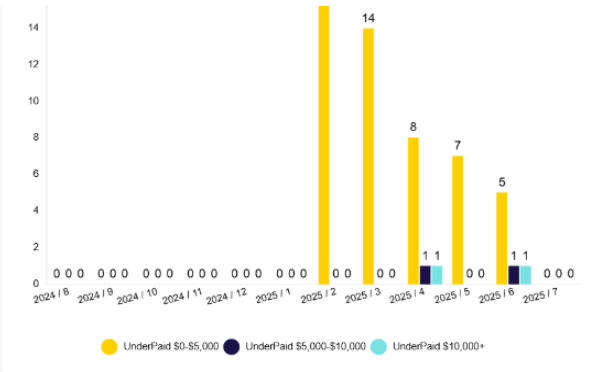


Payroll - Escalations - Status

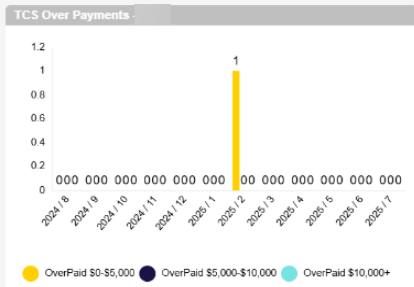
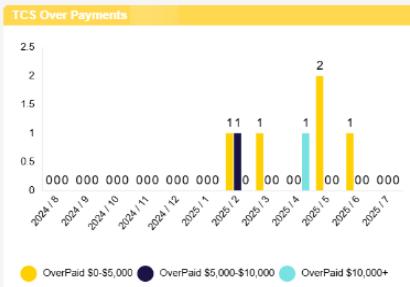
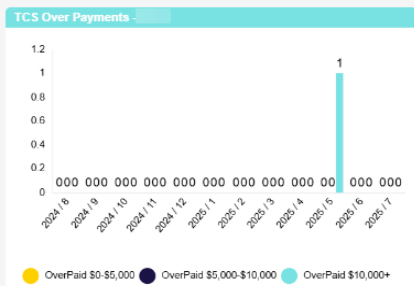
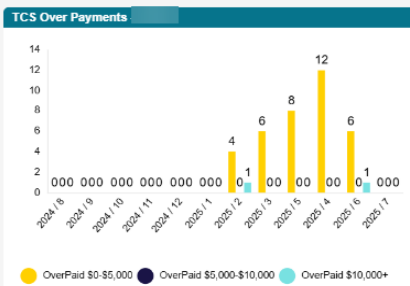
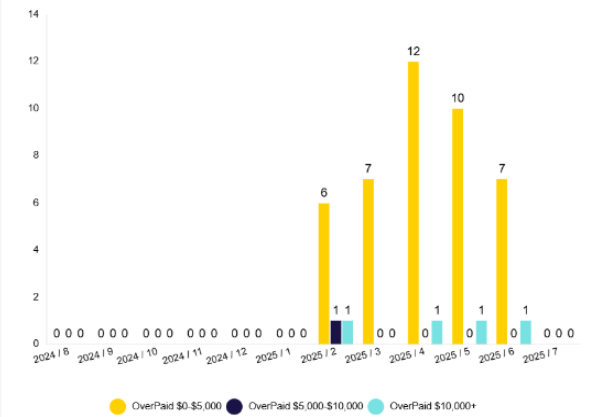


TCS Under Payments



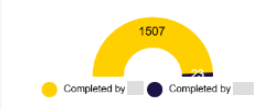


Financial Impact - Over Payment Counts



QUESTION LOG

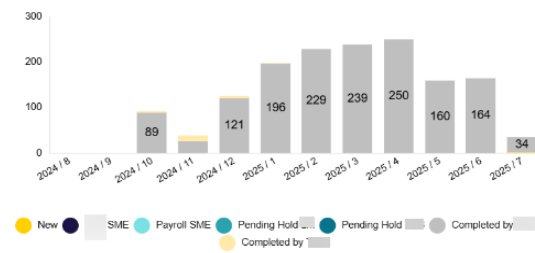
Questions Answered by Team - 12 Months



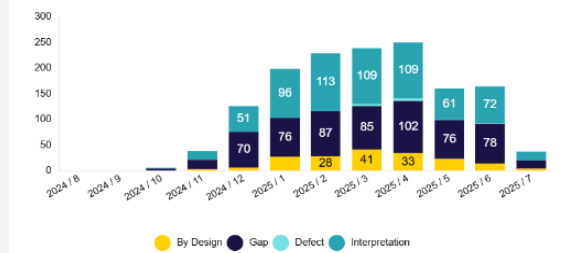
Questions Answered by Team - 3 Months



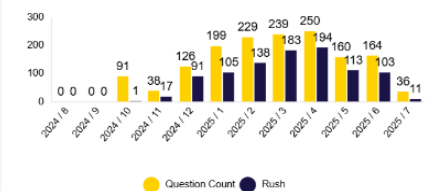
Question Status



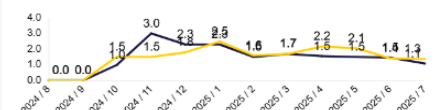
Query Category



Question Counts

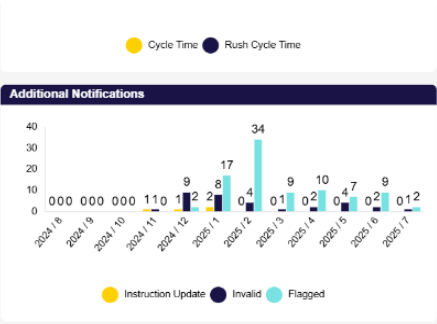


Avg Days to Complete Questions



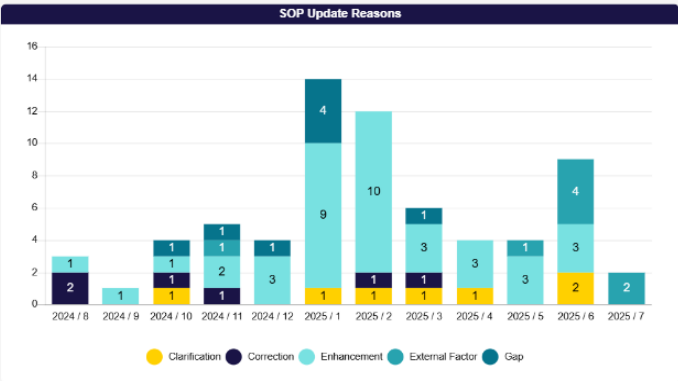
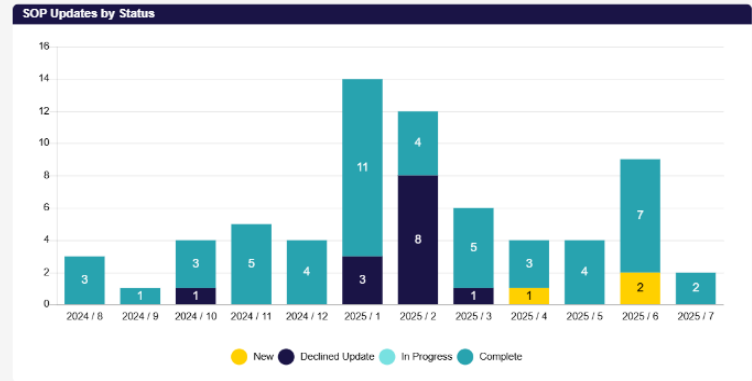
Top Question Sub Process - Payroll

Team	Type	Top Question Volume	Month 1	Month 2	Month 3	Month 4	Month 5	Month 6	Month 7	Month 8	Month 9	Month 10	Month 11	Month 12
	Year / Month	1509	2024 / 8	2024 / 9	2024 / 10	2024 / 11	2024 / 12	2025 / 1	2025 / 2	2025 / 3	2025 / 4	2025 / 5	2025 / 6	2025 / 7
	Mail/Fax Triage	171						17	33	28	21	11		
	Alerts	143					6	55	15	29	24	30	19	25
	TSH Case	131						2	11	19	30	26	16	23
	Other	111			20	5	9	19	11	12	14	11	7	3
	Other	86			12	3	7	5	14	22	9	10	4	4
	Garnishment	79				4	6	6	12	10	21	8	8	4
	TSH Case	58			6	1	2	3	2	15	13	10	5	1
	Other	57					4	4	4	10	10	13	10	2
	Termination Case	56				6	6	10	7	3	7	5	11	1
	Billings	49					1	4	12	10	3	8	9	2
	Overpayment	44			4	3	1	16	9	3	3	3	2	
	TSH Case (not case work)	43			2	1		8	5	8	8	5	4	2
	STD Feed	37						3	3	9	6	4	8	4
	Cash Receipts	34				3	2	14	7	3	1	3	1	
	TRU	25			5	2	1	2	1	4	4	6		
	Retro	25					1	5	8	3	1	6	1	
	LTD Feed	22						2	6	5	4	1	2	2
	TSH Cases (wage statements)	21					3	2	2	4	8	1	1	
	Retro	19						1	2	2	4	8	1	1
	Assignment change	18			9		2		1		2	2	2	2
	Wires	18				1	1	2	3	4	3	1	3	



WTW Report	18						1	5	3	6	1	1	1	
Overpayment Review	16						1	2	4	5	4			
Ready Reckoner/Element	14							1	2	3	5	2	1	
Balancing	13		2				1	4	4	1	1			
Other	13										5	5	3	
Fidelity 401k	12		6				1	1			1	1	2	
Time Management	12		4	1				2	1		2	2		
Priority state	12		2				1	4	3	1			1	
Rehire	12		1				1		3		2	4	1	
STD & LTD Report	12							3	1	2	4	1	1	
ATP Reports (MA and NY)	11						1	1	3	2	1	1	2	
Location/FWA Reports	10						1	1	3	2	3			
Quarter End Reports	10						3			2	1		4	
Net Down	9		1					1	1	2	1		3	
Return Resolutions	8		1	1						1	2		2	1
Time Management	7		1					3	1					2
Data Requests	7							2	1	1	2	1		
VISA Processing	7							1	2	1			1	

SOP UPDATE REQUESTS



Recent SOP Changes - Payroll

Primary	Status	Reason for SOP Update	Request submitted by	Name of SOP	Description / Explanation Why	Process Step	Date SOP Update Requested	Assigned To	Approved or Declined By	Current SOP Language
Status										
New										
Part Time Payrun Admin and PT Retro	New	Clarification					06/12/25			
Error Report_SW	New	Enhancement					06/17/25			