

Payroll

Payroll - BAU Huddle Dashboard

[Return to Talent Home](#)

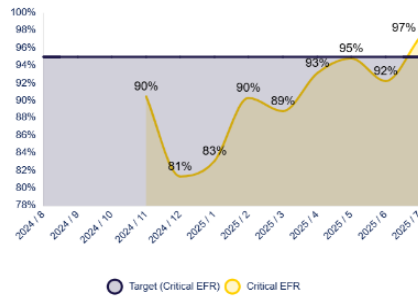
BAU Targets

- 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: 80, R2: 8
- e R1: 100, R2: 10
- r1: 32, R2: 3

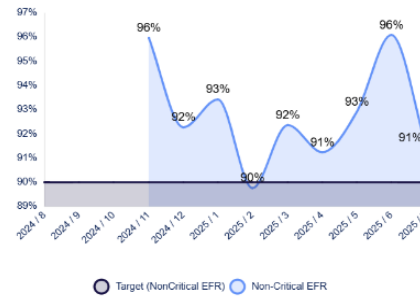
MTD Results

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

Payroll - Critical EFR



Payroll - Non Critical EFR



Forms

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

Resources

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

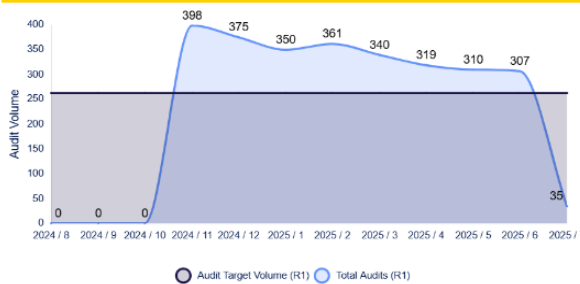
Open Questions

1

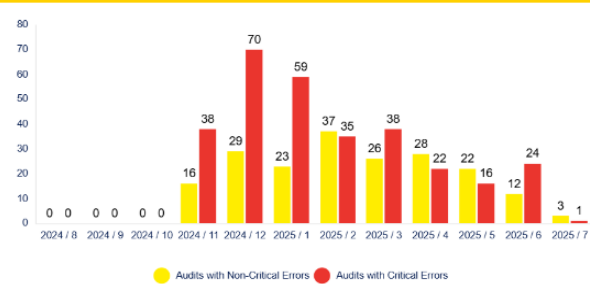
Open SOP Change Requests

3

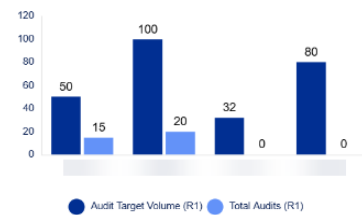
Payroll Audit Volume



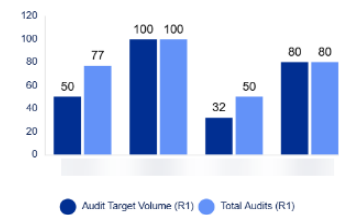
Payroll Audit Volume - Error Types



Current Month R1 Audit Mix



Last Month R1 Audit Mix



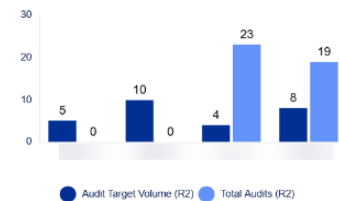
Payroll Quality Area of Focus - Last 3 Months

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 report 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	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 correctly if applicable? (Critical)		Pay Run Reports	2	1	1	0
Were your case notes accurate, clear, and concise? (Coaching)		Transmittal	2	2		0
Were your case notes accurate, clear, and concise? (Coaching)		Billings and Cash	2	2		0
Were your case notes accurate, clear, and concise? (Coaching)		Overpayment Rev	2	2		0
Did you provide the answer in full with the first response? (Coaching)		Inquiries	2	2		0
Did you provide the correct information to the EE (Critical)		Inquiries	2	2		0
Was the spreadsheet updated with actions taken? (non-critical)		Reports	2	2		0

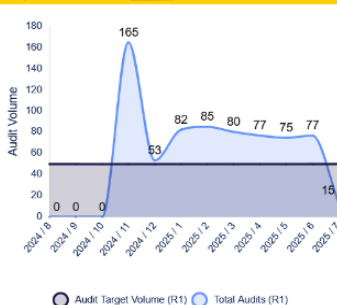
Current Month R2 Audit Mix



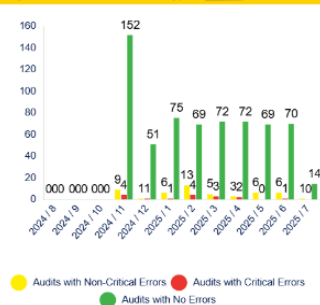
Last Month R2 Audit Mix



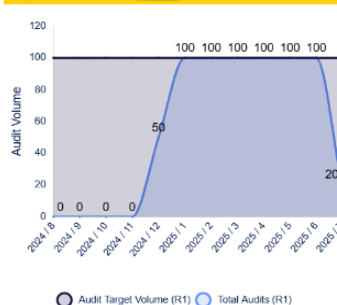
Payroll Audit Volume



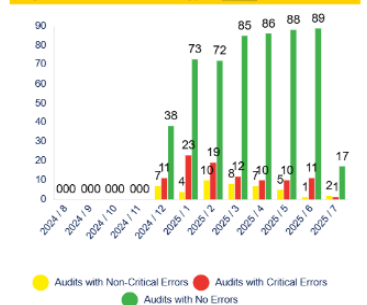
Payroll Audit Volume - Error Types



Payroll Audit Volume



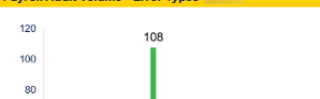
Payroll Audit Volume - Error Types



Payroll Audit Volume



Payroll Audit Volume - Error Types

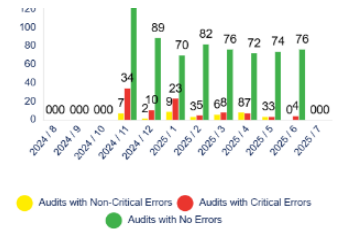
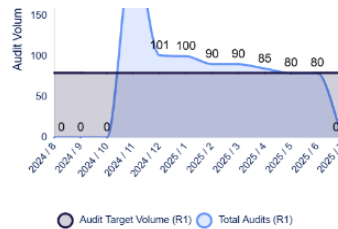
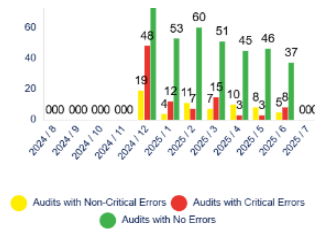
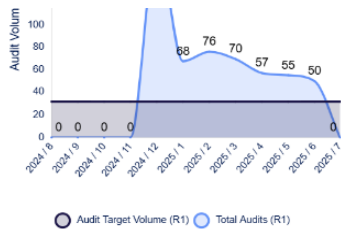


Payroll Audit Volume

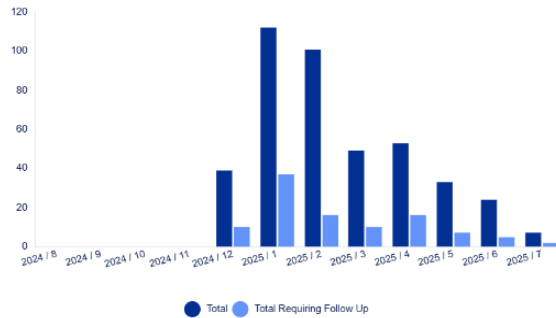


Payroll Audit Volume - Error Types

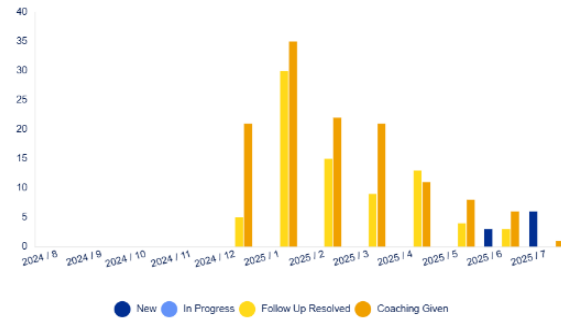




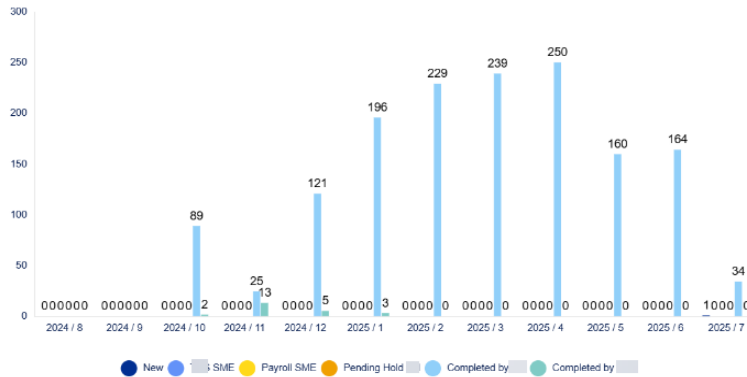
Payroll - Escalations - Totals



Payroll - Escalations - Status



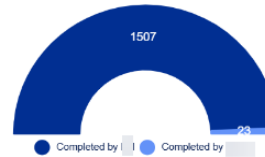
Overall Volume of Questions



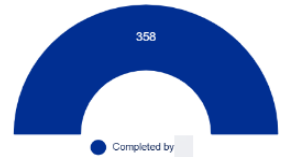
Avg Days to Complete Questions



Questions Answered by Team - 12 Months



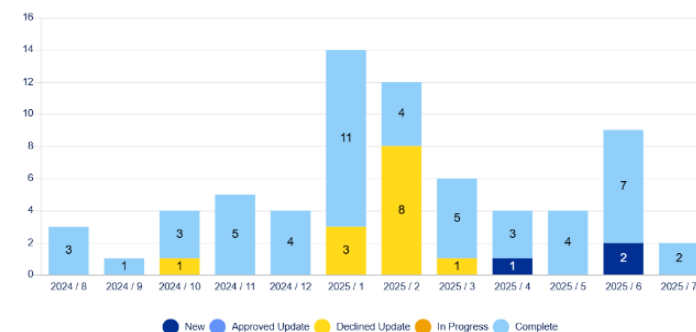
Questions Answered by Team - 3 Months



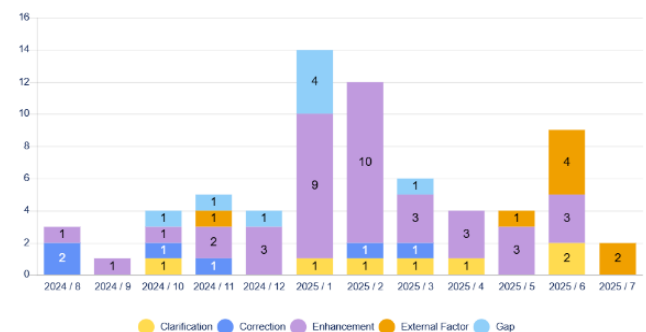
Top Question Sub Process - Payroll

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				6	55	17	33	28	21	11		
	Alerts	143						15	29	24	30	16	25	4
	TSH Case	131					2	11	19	30	26	16	23	4
	Other	111			20	5	9	19	11	12	14	11	7	3
	Other	88			12	3	7	5	14	22	9	10	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	8	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	
	Other	16				1	5	9	2	1	6		1	

Volume of SOP Updates



Status of SOP Updates



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			