

CASE STUDY

PTO REQUEST SOP

HOW ONE SOP BOOSTED HR EFFICIENCY AND EMPLOYEE SATISFACTION

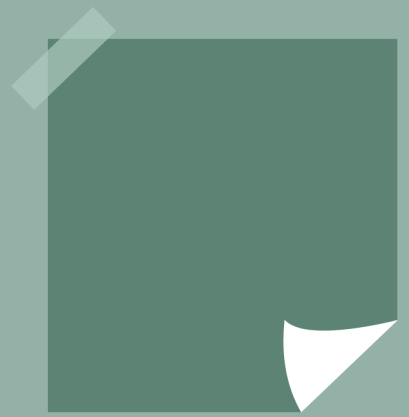


Problem

Employees were bypassing the WorkView mobile app to submit PTO, instead emailing HR directly. This caused inefficiencies, with HR spending 4+ hours weekly on manual PTO processing.

Why It Happened

Employees reported low familiarity with the app and no clear, step-by-step guidance for submitting requests digitally.



Solution

Developed a detailed SOP for the WorkView mobile app, including annotated visuals and troubleshooting steps. Ensured employees could follow a consistent, streamlined process.

Outcome

- 2.5 hours saved weekly per HR employee
- Satisfaction scores rose from 3.2 to 4.6 out of 5
- App usage continues to grow each quarter

