Leavitt diamond

# List of changes:

1. The Time Manager application will be extended to enable planification/HR follow-up on working teams (instead of using excel sheets, or paper versions). This should result, if used properly in a fairer schedule for those who work nightshifts.
2. The trucks will be equipped with GPS tracers, in order to be able to live-map their presence on the city map: thus, the managers can send the adequate team when there is an emergency.
3. All the employees (office staff and field workers) will be equipped with an electronic device (tablet) so that they can report instantly their work/needs/requests to the Central. It should make reactions faster than driving back to SWAG warehouses every time they need something.
4. Drones will be used to make surveillance in the various neighborhoods, in order to check up on the state of garbage collection and cleanness of the streets.
5. The trash cans owned by the citizens will be changed: they will be smaller, but equipped with captors that will send a signal to SWAG when full. This should let SWAG offer a more customized service to citizens.
6. An application will be setup to the public to report incidents and ask for sanitation services.
7. A monthly reporting of the performance will be organized in order to checkup on the various teams and be able to make up quickly for under-performing personnel.

## Change 1: use of the time manager application.

**Technologies :**

Introduction of a new application, used by HR, managers in charge of planning management, and employees who must enter their working time

**People:**

Training plan, for proper use and understanding of the application. The training must be adapted to the use of the employee

Adapting time

**Tasks:**

**HR**: Analyze data from the application, be able to make the right recruitment/dismissal decisions or make staff reassignments.

**Planning manager:** Analyze employees working times, and develop a balanced schedule on the application

**Employees**: Enter their daily working time and view their past and future planning

**Service provider:** deployment and configuration of the solution, technical assistance

**Service IT:** check installation on devices, in relation with the service provider, first level maintenance

**Organization:**

Promote an enthusiastic manager for the assistance and the control of the good practices of this new protocol of time and planning management. => User Referrer

Promote an IT department manager to monitor the deployment and acceptance of the solution.

The new goal for HR is to relieve overworking employees.

Ultimately, the managers in charge of the planning must be able to generate the balanced planning in advance and anticipate emergencies.