

Hyundai Workforce Management System – Detailed Brief

Meeting Purpose

Debrief and align on key requirements for Hyundai's new workforce management system following client meeting.

Key Takeaways

- Client prioritizes visibility into milestone-based professional services, managed services, and contractor tracking for compliance/audit.
- Time card integration and automated invoicing are critical pain points to address.
- SOW tracking needs improvement, especially for fixed-fee projects to justify change orders.
- System should centralize and streamline PO/invoicing process, reducing manual work.

Contractor Management Requirements

- Track: employee name, pay, PO funds remaining, location, job description, hiring manager.
- Expanded contractor profile: work location, assigned manager, equipment inventory.
- Critical for compliance/audit: knowing who's working on what projects.
- Additional data points: associated PO, spend, department/division, hours left on PO.
- Lower priority: equipment tracking, possible integration with asset management.

Time Card & Invoicing Process

- Current pain: Contractors log time in two systems (Hyundai's and Balance Staffing's).
- Goal: Single time entry system with API to capture approvals and import into Balance Staffing's system.
- Ideal workflow: Contractor enters time in Hyundai system → Manager approves → Auto-import to Balance system → Auto-generate invoice → Upload to portal.
- Challenge: Some managers aren't consistently approving/releasing funds (GR process).

Purchase Order (PO) Process

- Current steps: Manager creates PR → Procurement creates PO → Balance signs TPSC → PO issued → Invoices submitted → Manager creates GR.
- Pain point: POs often not issued before work starts.
- Inconsistent manager behavior in GR process causes extra manual work.

Statement of Work (SOW) Tracking

- Two types: Deliverables-based and Fixed-fee (e.g., asset management for 6,500 employees).
- Need: Digitize agreed-upon terms, including total value.
- Track payments against total SOW value.
- Pain point: Change order process lacks visibility, leading to unexpected cost increases.
- Goal: Centralized system for change order requests, justifications, and approvals.

Change Management

- Centralized platform to log, assess, approve, and implement changes affecting contracts, POs, SOWs, or project deliverables.
- Change Request Form with required fields: requestor, type, urgency, affected SOW/PO, justification, financial impact.
- Impact Analysis Module: Auto-generates projected cost and schedule impact.
- Approval Workflow: Configurable by role, department, and change type; full audit trail.
- Version Control: All SOWs, contracts, and POs retain historical versions.
- Notifications & Escalations: Stakeholders alerted at each stage; overdue approvals escalated.

Integrated Asset Management

- Track all equipment and assets assigned to contractors or projects.
- Lifecycle Management: Acquisition, assignment, maintenance, decommissioning, disposal.
- Contract Linking: Tie assets to vendor agreements, warranties, and service contracts.
- RFQ/RFP Management: Issue and track RFQs for equipment purchases; link responses to procurement decisions.
- Integration Points: Sync with procurement, finance, and HRIS systems.

System Goals

- Improve process control and visibility.
- Enhance cost management for time & materials and milestone-based projects.
- Streamline and partly automate PO/invoicing workflow.
- Provide data-backed justification for SOW change orders.

Next Steps

- Design system architecture to address time card integration and automated invoicing.
- Develop centralized SOW tracking system with change order management.
- Create streamlined PO/invoicing process to reduce manual work.
- Integrate change management and asset management modules in phased deployment.
- Plan phased approach for deliverables-based SOWs in phase two.
- Align on data sources and refine user interface requirements.