

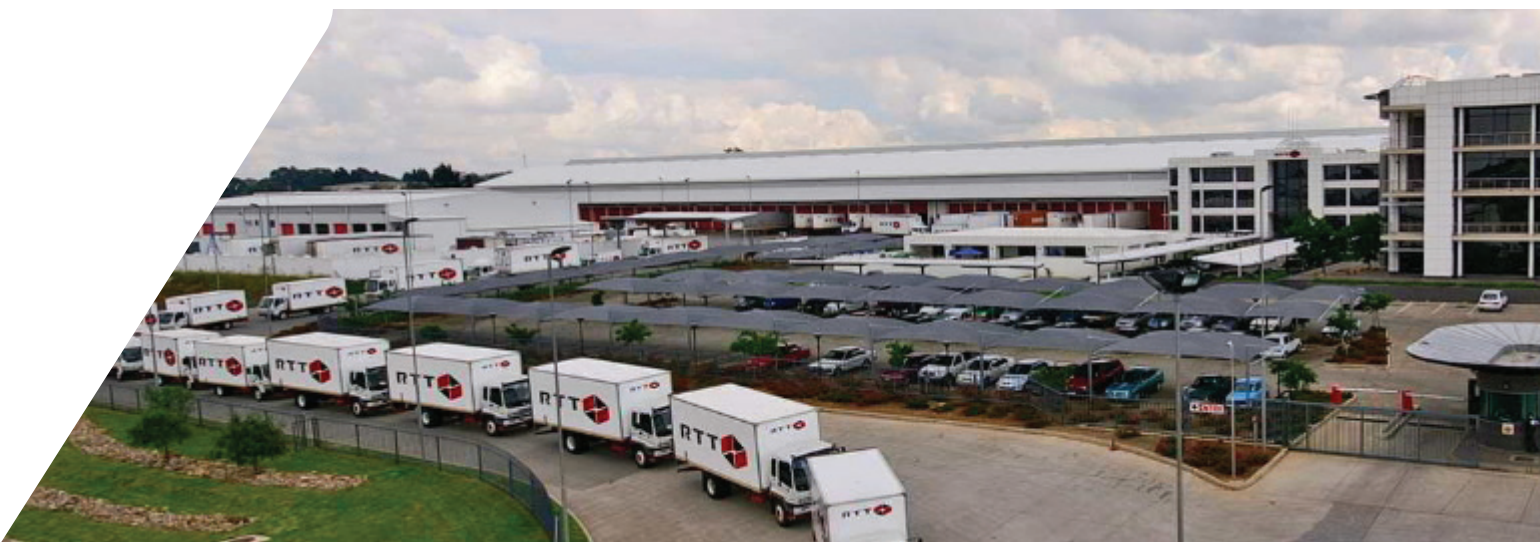


OLYMPIA

TEAM ENGAGEMENT PLATFORM



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CASE STUDY

MARCH 2021

THE CLIENT



The RTT Group is a leading logistics company specialising in multiple distribution strategies.

The RTT Group delivers intelligent logistics for their customers in Africa and internationally through four distinct business units: RTT Distribution, RTT Style, Courierit and Warehousing.

The group employs over 6000 personnel in South Africa and internationally which is made up of executive, senior and middle management, supervisory staff and a large complement of blue collar workers.

THE SITUATION

The RTT group was struggling with the enforcement of their policies and standard operating procedures within the company. In addition, staff compliance with policies and standard service levels was an ongoing problem.

They were looking for a means to make compliance and adherence fun and rewarding, while managing absenteeism, managing task fulfilment and a finding a means to link the performance of team members with any bonuses that they may be eligible to receive.

THE CHALLENGE

RTT did not have sufficient material available in regards their standard operating procedures and no clear path of service standards and processes.

Internal literature and visual aids regarding standards and expectations was also not readily available. Staff had minimal access to computers and some were not computer literate.



THE SOLUTION

The RTT project was introduced to the organisation as a phased approach. This ensured that the project was delivered accurately with all team members across the business integrated into the system and brought on board as to the system's benefits. We mapped, wrote and implemented Olympia as a customised solution to suit the specific needs of RTT.

OLYMPIA INTEGRATION

We set up RTT as a user on the Olympia Platform including all the relevant departments and business units within the organisation.

STAFF LOADING

Each staff member, from blue collar workers to executive level personnel, was loaded on to the RTT Olympia Platform as an individual user, including each individual's role and department.

SETUP AND CUSTOMISATION

We loaded goals which aligned with the most critical requirements for each department and staff role within the organisation. These included daily tasks and overall individual and team goals. We included the review of the standard operating procedures and key policies as a specific goal that all staff members were encouraged to complete.

MANAGEMENT ORIENTATION

Our team met with senior and executive management to provide guidance and direction in terms of what Olympia would do to assist them in the execution of their duties and the management of their teams. This included user orientation to ensure each individual had a practical and working knowledge of how to most effectively use the Olympia platform.

STAFF TRAINING AND ORIENTATION

Our team prepared workshops with each department within RTT to help orientate staff in terms of what the Olympia platform is, why it is beneficial to them and how to use the platform in the easiest possible way.

DATA ACCESSIBILITY

Not all staff at RTT have access to personal computers, so we placed screens throughout the business where teams could see the performance of their specific department or team. Individuals can access the platform via their mobile phones which made it easier for everyone to review and participate in their tasks and goals and contribute to the success of their team.

THE OUTCOME

The Olympia Platform resulted in almost an immediate sense of engagement where staff across the business felt included and wanted to participate in achieving their goals and tasks. Participation has become compulsory and staff are awarded with points according to how they have completed tasks and engaged in company requirements. Points are deducted for absenteeism or not engaging in internal requirements and updates.

The project has introduced a fun element to internal collaboration and has resulted in substantial improvements in service levels and overall team morale. Absenteeism has reduced significantly, compliance to operational standards and procedures has increased and staff are all completing their required tasks in less time and with greater efficiency.

We had a range of complicated process within the business – how to receive, dispatch, manage the warehouse, run reports, scan goods, open and close containers and many protocols that needed to be followed in regards the processes. We had a high staff turnover at certain levels within the organisation, so staff retention was a major concern.

We wanted to introduce some sort of incentive scheme that would help us get messaging and information across to our employees and do all of this in a fun, non-threatening way. Staff can typically see this as a tool for management to nitpick and fire them – and we wanted to avoid that. Olympia came in with a solution that we felt would work.

What really stood out for me is the fact that they visited warehouses and units across the country, sat in on night shifts and made a concerted effort to understand the business and our employees. They then introduced a solution, using the Olympia Engagement Platform that would work according to our needs. They even built the material that we needed our staff to know. Olympia made the process for staff interactive and fun.

Staff are now getting all the messaging that we put out and absorbing that information the way we want them to. The floor is running better, staff are more motivated, staff turnover has dropped. Leaderboards can be seen throughout the organisation and staff are motivated to be featured prominently on this leaderboard. This has been a successful project from start to finish.

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