



# CONSISTENT PROCESSES CASE STUDY



**Consistent processes are mandatory when the impact is high. Payroll, hiring, training, etc. have major impacts on an organization.**

A Des Moines based dental clinic was experiencing payroll errors and inconsistent training issues. These resulted in confusion and frustrated employees. This case study shows how this situation can be improved.

Iowa Fractional Human Resources (IFHR) is Iowa's small business HR Partner. If this case sounds like a problem you want help with, let's chat. Choose from our contact information below.

- 515-259-0406**
- Des Moines, Iowa**
- mitchell@if-hr.com**
- www.if-hr.com**

## Challenges

This dental office had employees questioning every paycheck. Missing hours, wrong deductions, and inconsistent tax issues were rampant.

Additionally, the owner was getting frustrated when reviewing new hire training. Trainings were missed, employee did not know how to do tasks. Compliance training was past due leading to liability and insurance issues.

## Solutions

An overhaul of the system for compliance and information issues was needed to get issues solved.

Audits found outdated information from employees, incorrect tax filing statuses, time card errors spanning months, and more.

A full compliance audit was necessary to ensure the office was back on track.

## Results

- 70%** Reduction in payroll errors on next cycle
- 30%** Remaining issues found and solved in next cycle.
- 5%** Decrease in payroll costs due to errors.
- Reduced compliance concerns from labor laws at state and national levels.

## Testimonial

Thanks to the audits Mitchell did, he found dozens of issues that could have resulted in major fines. Our employees are happier too.

— M  
CEO and Dentist for Des Moines Dental Company

## Conclusion

Employee concerns about payroll were reduced significantly resulting in less conversations about leaving their job.

Compliance for labor laws improved, limiting liability and potential fines were an audit to be completed.