



**Progress Report for Time Sheet Floor Check
Improvement Plan Study**

February 18, 2018

To: John Smith
VP, Ethics & Compliance

Jeremy Venema
ASU Instructor

From: Lauren Heaton, Auditor
Joshua Golabi, Data Analyst
Christian Koll, Data Analyst

SUMMARY

The Technical Operations organization is derived from two departments that include Operation and Engineering. As of today, we have audited the entire Engineering department. The operations department's auditing has begun, and it set to complete by close-of-business Friday of this week. The data will then need to be analyzed to project the best path forward and to develop a personalized training plan for these organizations based around what the employees need to know about proper time keeping and target the areas based off the answers supplied by the employees. No major delays are expected to keep us from our target date of February 23, 2018.

BACKGROUND

We have multiple contracts with the government and noncompliance poses a risk to losing contracts, revenue, and future business with government contracts. Our government contracts require that when time is charged to a government contract it should be done accurately and daily. Currently, Ideas r Us has several policies designed to prevent time sheet fails, but despite these policies the Technical Operations Organization is still failing an alarming number of time sheet floor checks. The study is being done to pinpoint the issue that employees are having with time keeping and why they are failing the time sheet floor checks throughout the Technical Operations department. The data collected will help us train our employees while extinguishing the risk of losing contracts and future business.

PROGRESS

There has been a three-day delay in getting started with the audits due to a lack of scope of the study. We were able to get back on track by putting in extra hours. These extra hours were unexpected when the labor hours were initially proposed. The project schedule, as shown in Appendix A, shows the project to conclude this week.

The two organizations that make up the Technical Operations group are Operations and Engineering. The two groups had an equal number of employees that were randomly picked to make up the group to audit. The Engineering Organization was audited first, and auditing for that group has been completed. The Technical Operations Organization had employees who were harder to randomly audit due to their time in the environmental bay that does not allow for drop in visits nor a place to sit and audit. The auditing should conclude by the end of the week and analyzing the answers should only take one day with the use of Microsoft Excel.

The problems faced were minimal and easily overcome. The study was off to a three-day late start, some employees were not easily accessible during working hours and their audits had to be scheduled for a later time. Putting in a few extra hours and being flexible and accommodating different schedules gave us the ability to stay on track with the project timeline. The extra hours that were needed to keep the project on schedule were an additional 7% on top of what was proposed.

The survey and research are proceeding according to schedule. The only situation which could lead to a potential issue would be if employees become unavailable to take the survey. However, if this unlikely event is to occur, we have backup employees scheduled as a precaution.

The data that has been collected has not been deciphered, however, we have tested 80% of the employees needed for this study and the number of employees that have passed with a score of a hundred percent are extremely low. This indicated that training is needed and the results of the missed answers will allow us to understand where the training should begin. The charts, as shown in Appendix B, show the number of employees by department that have passed with a score of a 100%.

Appendix A Project Timeline

Project Tracker

Percent Over/Under to Flag: 7%

Project	Category	Assigned To	Estimated Start	Estimated Finish	Estimated Work (in hours)	Estimated Duration (in days)	Actual Start	Actual Finish	Actual Work (in hours)
Time Sheet Audits	Engineering Org.	Lauren Heaton	2/7/2018	2/9/2018	50	2	2/12/2018		55
Time Sheet Audits	Operations Org.	Lauren Heaton	2/10/2018	2/13/2018	50	3	2/15/2018		52
Time Sheet Audits	Eng. Data Analysis	Joshua Golabi	2/14/2018	2/23/2018	2	9	2/19/2018		
Time Sheet Audits	Ops. Data Analysis	Christian Koll	2/14/2018	2/23/2018	250	9	2/19/2018		

Chart 1.1

APPENDIX B Number of Employees Passed with 100%

Chart 2.1

APPENDIX C
Team Final Reports

Group Member	Report Type	Audience	Subject
Lauren Heaton	Proposal for Further Study	Orbital Sciences: Group President & VP Operations	Lauren will be writing a proposal for further study on how employees react to being under pressure and how mistakes are increased due to the employees' reactions.
Ali (Joshua) Golabi	White Paper	Constant Aviation: Operations Mgr. & Maintenance Dir.	Joshua will be discussing how the quality assurance is affected from employees unable to correctly fill out their timesheets and the path forward to correct the issues.
Christian Koll	Proposal for Process Change	Spherical: Human Resources	Christian will be writing a proposal for a change in process to the method of time keeping. Introducing a new way to track the time their employees work.