



### AN-107 Risk Management & The Elite System – Information

#### **Background – Risk Management**

A simple definition of “Risk Management” could be “the management and control of risks to an organisation that directly affect its economic health”.

The Elite System provides information about staff or contractor staff movements.

Generally, this is used to show the diligence with which a service is provided and most typically these are cleaning and security staff.

Other applications such as inspection, maintenance and courier tracking is also commonly done with the Elite System.

If staff attendance (service) directly affects the risk to an organisation (which security and cleaning staff do affect) then tracking staff movements monitors a risk indicator. The information is essential for effective management of these risk areas and defence against claims.

#### **Background – What The Elite System Provides**

The Risk Management report provides a means to analyse the level of attendance that is achieved by location, in a statistical manner.

The risk management report produces a summary of the number of times a location was attended, the average duration between attendances, the maximum duration between attendances and the desired optimum duration.

This information can be filtered to apply to all or one job function and filtered by day of the week and time of day. It can also be set to remove redundant information in your data.

The benefits of this report and its flexibility are that attendance performance can be calculated in ways that apply to the day of week, time of day and job function – simply and quickly.

#### **Details – Generating a Risk Management Report**

Before a Risk Management report can be run, the “Risk Times” table must be setup. This is done with the “Maintain” menu option. The user must enter shift times by day. Note that TWO shifts can be entered per day – so that night security (for example) can be catered for.

The Risk Times table is a list of when (by day of the week) data is to be accepted into the report, along with information that specifies the optimum desired time between attendances. Additionally, a “filter” can be set that eliminates attendances that fall within

too short a time (for example : attendances quicker than 2 minutes in duration can be set to count as a single attendance).

The Risk Times table can contain any number of these setups and associated with a centre so that different reports for different working shifts can be generated. For example – day cleaning and day security are different and have different times when data is applicable.

The Risk Management report can then be run.

The user selects a date range (within the month), a centre, then a Risk Time table entry to use.

Elite Reporter then uses the information in the Risk Time table to calculate then print the report. The average duration is calculated by dividing the total elapsed time for the date range by the total number of attendances.

### ***Care In Application***

Generally and within limits, the risk management is good for comparing performances on a location by location and day by day basis. It gives a good indicator of performance.

The risk management report uses a simplistic statistical calculation method. It divides the number of attendances into the number of minutes in the reporting time.

In other words, if there are 32 attendances and 480 minutes then the average is 15 minutes.

However, if all the 32 attendances are in the first 4 hours of the day and none in the last 4 hours then the result is exactly the same. We call this “bunching” of attendances – they are clustered toward one part of the day.

The solution to managing you data is to quickly visually inspect your attendances with the “Location Attendance” report.

Additionally and if available, the “coverage report” is not susceptible to this problem and will hilight problem areas very quickly.