

Reporting on Success: Quantifying and Visualizing Employee Efficiency and Productivity

Alexis Wynne Mogul, Senior Managing Editor, and Alexandra Kahler, Managing Editor
Kaufman Wills Fusting-Editorial Services, Baltimore, MD, USA

Objectives

- To demonstrate methods by which to analyze and report on the workload and performance of individual editorial staff members.
- To indicate the value of workload and performance data as a staff planning and management tool.
- To use data visualization to effectively communicate results to managers, staff, and clients.

Background

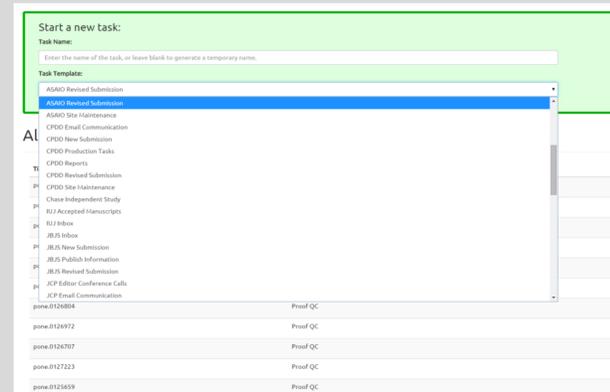
- KWF Editorial Services is hired by client journals to provide editorial support for defined tasks in the peer review workflow.
- We created the KWF Time Management System (TMS), a custom web-based application that collects qualitative and quantitative data on tasks performed and ensures timely workflow.
- We provide monthly analysis of our employees' collective performance on all tasks to our clients, and monthly analysis of the individual performance of each employee to our internal managers.

Conclusions

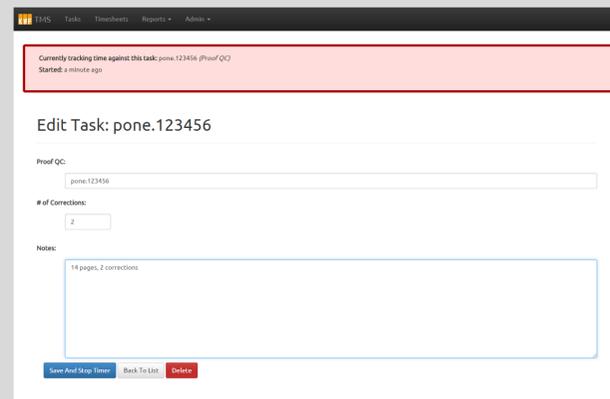
- The TMS application provides KWF with a valuable tool to monitor employee workload and productivity, and its flexible reporting structure allows us to quantify the monthly return on investment for our client partners.
- We can determine if our employees are working efficiently and meeting their targets, and we provide additional training and support to encourage improvement.

Methods

- Employees log in to TMS and select from a menu of tasks, indicating the start and stop of each task with the push of a button.
- A daily log of time per task is visible on the employee's home screen, while more detailed analysis may be accessed by managers via a reporting function.



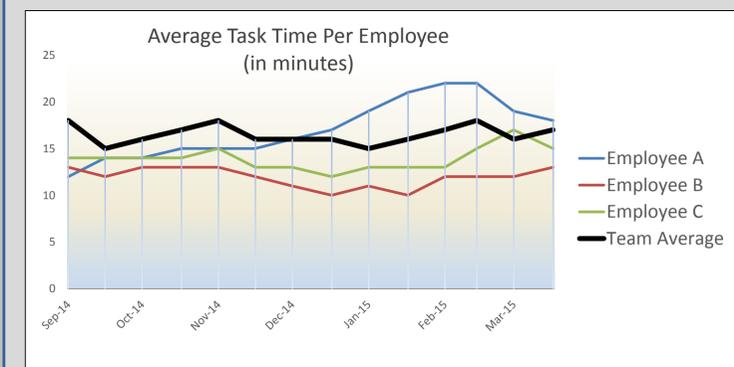
Choosing a task from pre-defined menu: Tracking time separately for all tasks enables differentiated analysis for each task and each employee.



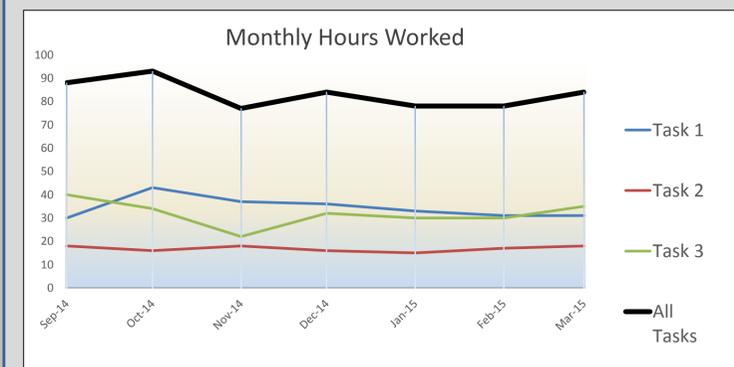
Tracking an individual task: Task timers have fields to record task-specific metrics (in this case, how many corrections were found during proofing).

Results

- Each task is assigned a productivity goal based on client input and performance history.
- TMS data are exported to Excel and used to create data visualizations of employee output.
- These reports accompany monthly client invoices and are used by KWF for employee goal setting, staffing plans, and workflow monitoring.



Employee performance report showing Employee A (in blue) slowing in productivity, then improving after management intervention.



Employee productivity report showing total hours worked on three tasks over time. This report is used to indicate when staffing levels need adjustment.

