

# Reducing Manufacturing Absences and Improving Performance with SentricWorkforce®

THE ZIEGENFELDER COMPANY produces almost 2 million Budget Saver Twin Pops each day from their plants in Wheeling, WV and Chino, CA. The iconic, clear bags are hand packaged, meaning employees place the individually wrapped Twin Pops into each bag. So while purchasing and eating a pop is a great experience for consumers, the shifts on the plant floor can be physical. This creates a unique set of challenges for their workforce -- and HR department.

As a manufacturing company with about 175 employees, Ziegenfelder has struggled with employee retention and attendance. In 2012, they were recording 25 to 40 unscheduled absences per week. According to Laura DeDi, Director of Human Resources, statistically they should have no more than 12 unscheduled absences each week. In addition, their turnover rate was more than 3 times the national average for manufacturing.

After joining the Ziegenfelder team in March of 2012, Ms. DeDi had three main goals: to reduce the number of unscheduled absences, to reduce the turnover rate and to ensure all employees were well trained and acclimated into the Ziegenfelder team environment.

## THE PROBLEM:

### Ziegenfelder Unscheduled Absences



Average Before  
Sentric



Industry Average

Turnover and attendance issues are typically caused by the lack of connection an employee feels to their manager. "People need to feel responsible for and part of the team," Ms. DeDi commented. Therefore, her first initiatives were to implement the use of a handbook, which included a new attendance policy, a team incentive for attendance and an onboarding program for new employees.

## THE GOALS:

REDUCE



unscheduled  
absences

REDUCE



turnover  
rate

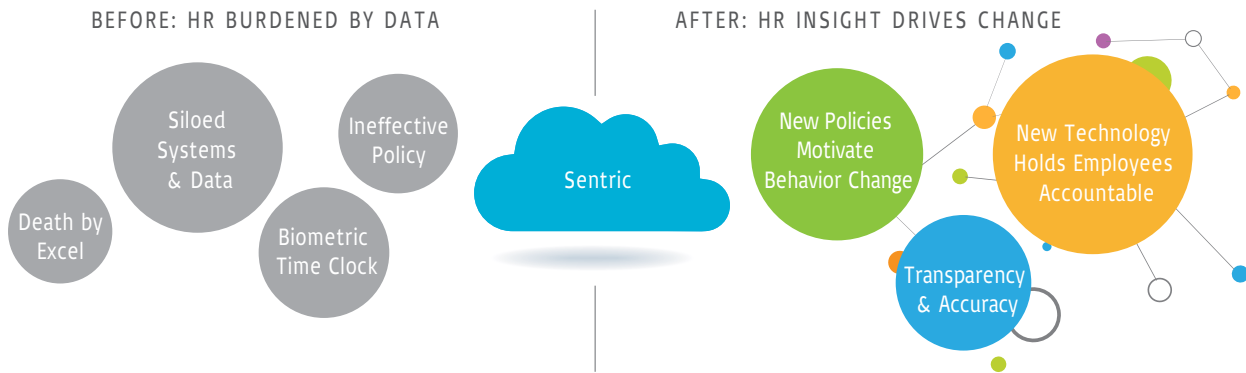
INCREASE



cooperation &  
collaboration

The new attendance policy, well equipped with a no-fault point system and the team bonus, was too complex for Ziegenfelder's biometric

THE SOLUTION:  
Sentric & HR Innovations Get Results



time clock and payroll system they previously had in place. Much of the data they needed was often tracked in Excel and required hours of manual manipulation by her already short staffed team. That alone prompted the need for a more robust system.

The point-system also includes a team attendance incentive which rewards employees by giving them a bonus each week if their team has three or less unscheduled absences. Just as the absences had been once tracked, the bonus structure was also tracked by the use of a spreadsheet.

In October 2012, Ziegenfelder moved to Sentric, focusing first on the implementation of Time & Attendance; Sentric's cloud-based time and attendance application.

With the help of Jim Devaty, Sentric's Time & Attendance Implementation Manager, the bonus structure is now an easily pulled custom report. "I pull the report which is separated by teams, so that I can see unscheduled absences per team and determine which team will receive the attendance bonus. All we have to do is

The Attendance application allows the Ziegenfelder Company to easily track

the time and absence information needed to implement their no-fault policy. Employees are now held accountable for their unscheduled time off. "We record all absences, tardys and early outs. The system counts them and gives a half point for anything under two hours and a full point for over. I can easily show employees their track record," Ms. DeDi explained.



A clear view of employee data

- Time
- Points
- Performance

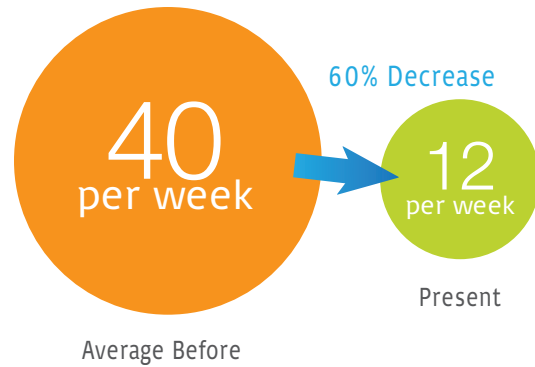


enter the bonus and we can do that with one transaction in the system,” said Ms. DeDi. Since the implementation of Sentric’s system and the new attendance policy, **Ziegenfelder has reduced unscheduled absences to an average of less than 12 per week.**

“I am very proud that the attendance strategy worked. People were skeptical, but the statistics show the difference,” said DeDi. This has proven that that ability to track your employee’s unscheduled time off and their attendance is essential to any business. Ms. DeDi also mentioned a couple other beneficial features of Sentric, such as:

1. “The absence features give us the ability to manage employee paid time off (PTO) better. Now, it’s accurately reported on their paycheck. Our PTO accrual process and how we track it is easier to understand and follow.”
2. “The Benefits section enables us to pull reports and reconcile our bills, which is awesome. The next step is having the ability to enter our benefit enrollments into the system, so we can download and send information and payments directly to our insurance providers.”
3. Ms. DeDi also plans on taking advantage of features like candidate tracking, routing and approvals, and leave of absences integration in the near future.

**THE RESULT:**  
**Ziegenfelder Unscheduled Absences**



The Ziegenfelder Company is taking things one step at a time, but with Sentric’s support, their HR Department is able to focus on more important things like training, recruitment and employee retention helping them to cut down employee turnover rates and costs.

**ABOUT Ziegenfelder:** The mission of the Ziegenfelder Company is “Making People Smile with Really Cool Treats”. They not only do that very well but have been creating smiles for over 150 years. This family owned company is prospering thanks to the vision of the CEO’s father, their distinctive “Rainbow Array®,” their clear packaging that captures consumers’ eyes and the Company’s flavorful taste that keeps them coming back.