Success Story – City of Newton, IA Improves Payroll Efficiency & Accuracy

Background:
Newton, Iowa, a community of over 15,000 people in Central Iowa, has received national attention for its community's low unemployment rate, job opportunities, and affordability. In 2015, it was named one of Realtor.com's "Top 10 Affordable Small Towns Where You'd Actually Want to Live."

Challenge:
The City of Newton struggled with an outdated payroll process for years without remedy. Each city department was doing payroll differently resulting in redundant data entry and incomplete records on personnel. The central office received payroll information in different forms from each department. The inconsistent process resulted in errors and costly rework.

Solution:
The City worked with its workplacelean consultants to bring together key personnel from each department. The staff collaborated to standardize forms and create one standard timesheet that would work for everyone. These, and other changes, helped to improve accuracy, reduced the amount of time central payroll staff spent completing payroll each cycle, and greatly reduced the amount of time department such as police, fire and public works spent processing payroll.

Results:
Implementing a standard process and action plan for both new and incumbent employees has not only saved time and money, it has also created a more organized and happier payroll department.

- Payroll efficiency increased by over 65%
- Payroll steps were reduced by 36%
- The number of payroll process decisions to be made by all staff was cut by 67%.
- The use of spreadsheets was completely eliminated.

"Thanks to workplacelean's efforts, payroll has become a much simpler, faster and more accurate function of the City of Newton. Our employees also gained an understanding of lean concepts while conducting the project and now are employing those lessons in other areas. They've become more proactive in identifying issues and suggesting improvements."

- Katrina Davis, HR Specialist/City Clerk, City of Newton

DBR DMACC BUSINESS RESOURCES
First choice in talent development

workplacelean.org | info@workplacelean.org | 515-256-4913 or 800-362-2127 ext. 4913 | 1111 E. Army Post Rd., Des Moines, IA 50315