Operations Improvement in Human Resource Management using Lean Concept

1st Prim Fongsamootr
Department of Industrial Engineering,
Faculty of Engineering
Chiang Mai University
Chiang Mai, Thailand
primfong@gmail.com

2nd Chompoonoot Kasemset
Department of Industrial Engineering,
Faculty of Engineering
Chiang Mai University
Chiang Mai, Thailand
chompoonoot.kasemset@cmu.ac.th

3rd Takron Opassuwan
Department of Industrial Engineering,
Faculty of Engineering
Chiang Mai University
Chiang Mai, Thailand
takron.op@cmu.ac.th

Abstract

Monitoring critical issues and recording personal achievements are important tasks in human resource management, especially in a large company with a high number of employees. In general, the staff in the human resource division of a case study company record the detail and achievement of tasks assigned to each employee for personnel evaluation and job tracking. However, the current operations are still inefficient due to several redundant tasks. In addition, the company prefers to provide real-time interconnection of information for easy searching and tracking. This study aims to improve the operations of human resource management by adopting the Lean concept together with the IT solution. This research starts with the study of the current operations and then, ECRS is conducted for improving the operations. The improved operations are next implemented via solution development using Microsoft Planner and Microsoft Power Apps. The results report that, after implementation, the operation time for tracking critical issues decreases from five to two days per week. Moreover, the proposed application provides real-time information updating and allows employees to search for their personal achievements recordings by themselves. With the application of the Lean concept, unnecessary tasks are eliminated, thus reducing the workload of the coordinators.

Keywords— Human Resource Management, ECRS, Information Technology