



YMCA Whittlesea

CASE STUDY:

YMCA Improving Efficiency in Processes and Better Control Over What Their Teams are Doing

Background

YMCA Whittlesea exists to serve the local community, in the areas of Recreation, Children's Services, Disability Services and Youth Services. With over 450 employees and volunteers, YMCA Whittlesea needed a central hub where staff can access training and resources, stay abreast of communication and company updates and engage with the YMCA brand.

The Charge

Being an industry with stringent guidelines, the Support Office needed a platform that could manage and track compliance and training results whilst still providing a fun and engaging space to visit. Y-MAC stands for YMCA - Management and Compliance tool.

The Approach

We sat down with Sandra Marson, the HR & Systems manager for YMCA Whittlesea, to hear how she uses FranConnect's World Manager platform within the organization.

"We are a very complex organisation dabbling in various sectors and with many tiers across multiple locations. World Manager has allowed us to effectively communicate with team members in their relevant divisions with minimum effort. The Service Desk has been a game changer for us, giving management full visibility of issues at a venue level, and allowing detailed reporting which helps with more accurate workforce planning. Managing the employee's employment life cycle is also another added benefit of the program."

- Sandra Marson, HR & Systems Manager

What benefits have you gained since launching your World Manager platform?

"I would say the benefits include greater efficiency in processes and better control over what our teams are doing and seeing (e.g. training and documents)."

-Sandra Marson

How has using the e-Learning tool helped you to deliver training and stay compliant?

The e-learning tool has been great for us and is probably my favourite tool. We can be confident that a team member has been introduced to our policies and industry-specific information before they start their first shift. The individual can also go back and review the information at any time, should they need to, to ensure they completely understand the content, which is helpful. The detailed reporting functionality means we can call up the history of any individual at any time, should we need to.

How were you delivering training before World Manager?

Prior to using the platform, new starter inductions were completed face-to-face by our supervisors or

managers. Although we provided the content, we could never be 100% sure that it was being delivered accurately; as each person may have shared their own interpretation or taken short-cuts. Using World Manager to deliver this training via online bite-sized modules, has given us peace of mind that every new starter is receiving a tailored induction to their job role and location in manageable chunks. That's not to say that we no longer do face-to-face inductions, we of course do, but in a reduced capacity, freeing up time for managers to pursue other tasks.

How has the platform helped to manage the onboarding of new employees?

It has given us greater visibility of the onboarding process from start to finish and enables us to track an individual's progression. We use a variety of tools, starting with a service desk request for pre-recruitment, which gives us the ability to oversee any open and current requests, helping us with planning our time and resources. We also use online checklists and internal surveys for the manager to follow, to ensure nothing is missed. What's also important is that the employee can also see where they are at within their employment cycle.





About FranConnect

FranConnect is the leading franchise management software provider. For 20 years, the FranConnect platform has served as the sales, operations, and marketing backbone for over 1500 brands worldwide. Nine of the Franchise Times Top 10 Fastest-Growing franchise businesses rely on FranConnect to drive growth, improve profitability, and streamline operational performance. FranConnect customers span all sizes, growth phases, and industries and they grow 44% faster on average than the broader franchising market. Backed by private-equity investor Serent Capital, FranConnect is headquartered in Herndon, Virginia, with global offices in Australia, India, Colombia and Canada.

For more information on FranConnect, visit www.franconnect.com.



13865 Sunrise Valley Drive, Suite 150
Herndon, VA 20171
+1 800-280-8305 (Toll Free)
+1 703-390-9300 (Outside US)

Follow Us:   