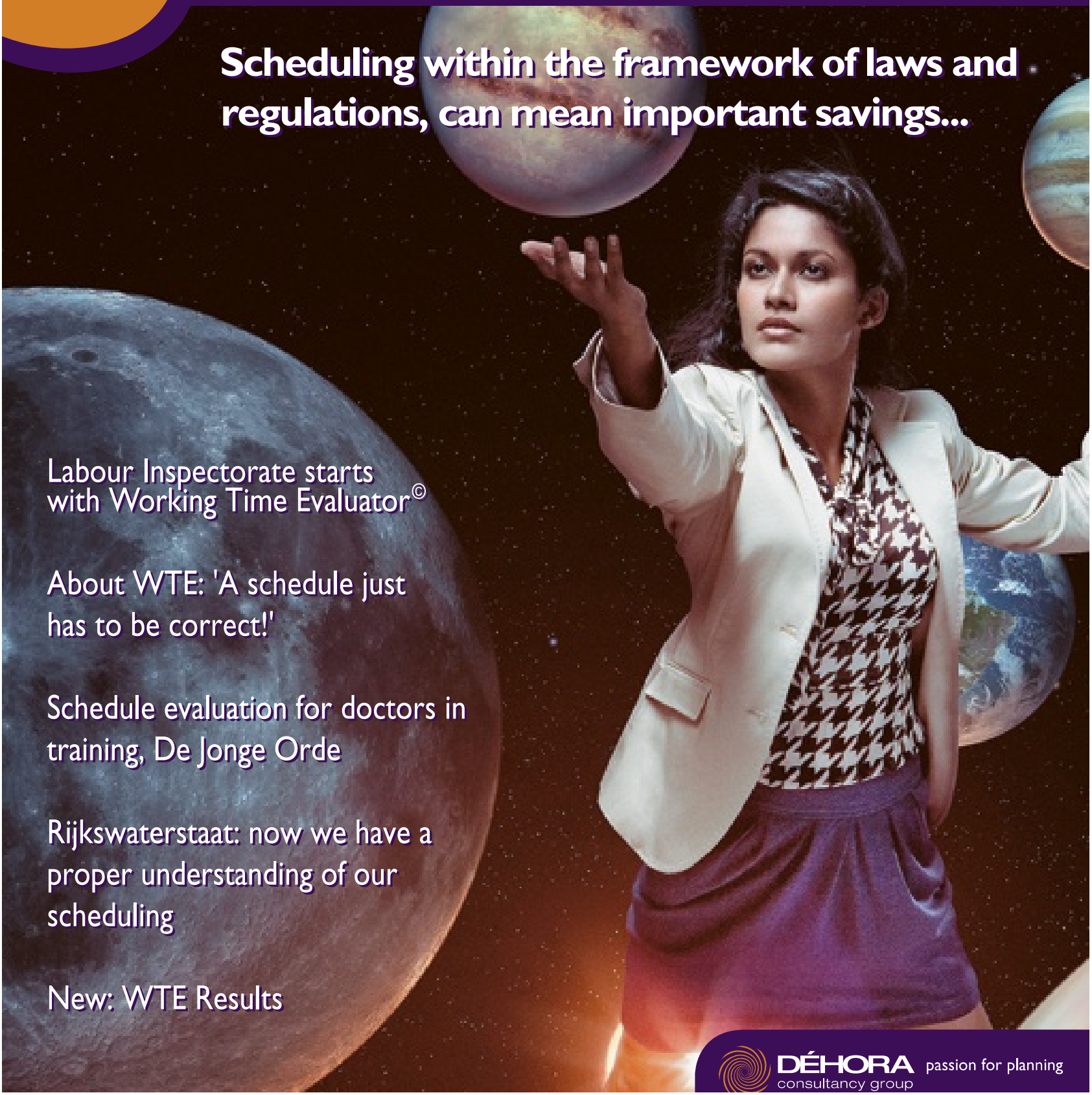
# 3 JAARGETIJDEN

Magazine of Déhora Consultancy Group - Amsterdam

## Introducing Working Time Evaluator

**Scheduling within the framework of laws and regulations, can mean important savings...**



Labour Inspectorate starts with Working Time Evaluator©

About WTE: 'A schedule just has to be correct!'

Schedule evaluation for doctors in training, De Jonge Orde

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DÉHORA consultancy group passion for planning

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# *Labour Inspectorate starts with Working Time Evaluator©*

# 'FULLY IMPLEMENTED, NO WORRIES'

With new Labour-legislation on the horizon, the Dutch Labour Inspectorate was looking for an application to easily check compliance with labour-time regulations. At that moment Déhora Consultancy Group made available the Working Time Evaluator.

Dick Korver, specialist in labour-regulations and ergonomics emphasizes: 'Checking compliance with labour-time regulations will always demand the human eye of our inspectors, this cannot be replaced by a machine. However, due to the very comprehensive and complex character of this work, we have been looking for a tool to help us in this respect'. The Labour Inspectorate decided to float a tender in order to compare three providers of this type of service, which resulted in Déhora obtaining the contract..

## No worries anymore

Again, quoting Korver: 'Déhora is a well-known company. It has the know-how, and the solution they offered was very attractive. Contrary to other products offered the WTE is managed by Déhora directly. The only thing we need to do is to enter our data and have them checked by Déhora on-line, and that's all!'
Irrespective of how little work is involved now for the inspectors of the Labour Inspectorate this does not mean that there was no serious involvement of Mr. Korver with the completion of the WTE. As Mr.Korver says: 'The actual development of the application was in the hands of Déhora, but our institute has the legal know-how. To make sure the application fully respects the legal constraints we had to answer many questions on laws and regulations'.

## Protection of data

Déhora has made provisions to fully protect the data that the inspectors of the Labour Inspectorate put in the system, just like those of all other users. It was stated from the very start of the cooperation, when the tender was granted, that Déhora intends to broadly promote the product in the market. Déhora considers this as it's social responsibility. License fees and subscription rates for companies are very reasonably priced, employees can even check their schedule free of charge. All of this is to avoid poor working conditions and this has proven to be a factor in the reduction of job-hopping and illness. The Dutch Labour Inspectorate fully subscribes this point stating: 'We often notice that companies spend important amounts on tax-consultants but fail to see the importance of maintaining their most important capital: their labour force. We meet them. But companies that intend to do it right should consider using the WTE. Last year, with the implementation of important new legislature we had to train many inspectors; they now use the WTE in their daily inspections of labour-law compliance. We have made a connection with our database, which allows us to store the inspection-reports linked with the related legal texts. The WTE really saves us enormous amounts of time and effort' ■

*For more information on WTE, please refer towww.workingtimeevaluator.com*

# About the WTE: 'a schedule just has to be right'

'What we need is simple, affordable software to make proper schedules.' said Wilfried de Graaf, manager at Déhora Software and put his shoulders under the project and made the Working Time Evaluator© possible. At this very moment three versions exist: WTE for Excel, WTE for Internet and WTE Results.

Wilfried kick-started the project with his team two years ago. He states 'We put in a lot of effort, it did not come automatically. Déhora likes to see itself as more than just a consultant for it's customers. Sound advice is important, but what really matters to our customers is the implementation.'

## For lack of something better

'It came naturally to offer scheduling software, but it has not been easy' as Mr. De Graaf remembered 'I knew from earlier experience that available software from important software publishers showed many shortcomings. The schedules may look nice but have little to do with Labour-law and -regulations and even less with the content of specific Labour agreements between unions and employers.' For lack of something better Mr De Graaf and his team developed the Working Time Evaluator as an analytical tool for schedules.

'Mr De Graaf emphasizes: 'The reality is that may planners use Excel to produce their schedules. The actual price of scheduling software is often prohibitive, especially for small to medium-sized companies or departments. With the backing of the WTE these planners can still make their schedules in Excel and have them, online, checked against applicable rules and regulations.'

Any company that operates night-, evening- of weekend-shifts will benefit from the Working Time Evaluator.

## One step ahead

Working Time Planner (WTP), currently under development, will take a further step ahead. 'The WTP is intended for organizations with difficult, task-oriented scheduling tasks, such as home-care organizations, service companies or even a supermarket. When the planner sets up a task-planning, the WTP will then combine this with available workforce. The schedule will automatically be produced but can still be adjusted stepwise to specific demands, just like the planner always used to do, minus the sometimes daunting task to match demands with availabilities. After this exercise the schedule may, if required, be processed by WTE' Déhora Software now counts seven people. It may not be considered common for a consulting company to venture into software development but Mr De Graaf sees a clear synergy. In an analogy to the car-market he states 'Déhora is the manufacturer, the dealer and the workshop of the car. One needs all of them. Mr De Graaf feels it as a relief that the WTE is already available now 'It was due to happen; because, what is the purpose of a schedule with errors, making your staff ill or walk off and leaving an employer, or run your company with the chance of getting fines due to non-compliance with the rules and regulations?' ■

# 3 WTE: checking schedules as easy as one-two-three

# VALID SCHEDULES FOR DOCTORS IN TRAINING

Like in every country young doctors in training have to work their way through a rigorous system of traineeships before they become a medical specialist. In Holland they are called AIO an acronym for Doctors In Training. During their training to become a medical specialist AIO's have recently noticed that it is a lot easier now to verify that their schedules meet legal and regulatory requirements. This is the result of a collaboration between their professional organization, called De Jonge Orde, the Order of Medical Specialists and Déhora.

In the past the long working hours and enormous workload of AIO's have been the target of regular criticism and worries in the media. Was it really that bad? Wouter Bóza, chairperson of De Jonge Orde and anaesthesiologist in training, joins the conversation, dressed up in his green-and-white operating-room garb. Any moment he may be paged to join staff in the operating room of the UMCU-hospital. Bóza carefully chooses his words: 'Most doctors in training are enthusiastic young people, between 25 and 35 years old. They have a busy life, often combining a young family with their busy working day. Traditionally these people have a relation to their coach, a senior specialist, that leaves little room for opposition against the specific instructions they receive..'

## Schedule evaluation

In practice it proves difficult to produce a valid schedule. In most hospitals schedules are drafted by a colleague AIO', Bóza states, 'This can be very convenient. Normally if you are not able to work a certain evening it is possible to ask a colleague to help out,

### Labour Inspectorate, Order of Medical Specialists and De Jonge Orde are saying: 'Hospitals start using the WTE'

Adriaan Taselaar, secretary of the Service Chamber of the Order of Medical Specialists states: 'We think it is of utter importance that the Labour Law regulations are implemented correctly in hospitals, therefore we recommend the use of the WTE to other relevant umbrella-organizations. This instrument works very well for AIO's during their training, now you just know that it shows the right results'.
Dick Korver, specialist Labour & Organization of the Labour Inpectorate confirms that they recommend the use it to the extent that he states: 'When an hospital really wishes to get organized, they should use WTE.'

### How does that work: Online schedule evaluation?

- AIO-members of De Jonge Orde can find a dedicated Excel-worksheet on the website of their organization on which they can fill in their proposed schedule, either personally or group-wise.
- The schedule allows for all types of shifts, including night, evening and weekend shifts as well as On Call-duties and Standby-shifts. The AIO-member submits the spreadsheet.
- De Jonge Orde sends the proposed schedule via a safe internet connection to Déhora.
- The WTE-server evaluates the schedule against the rules and regulations, then reports it back to De Jonge Orde.
- Within two working days De Jonge Orde presents the evaluation, including a custom legal summary where needed.

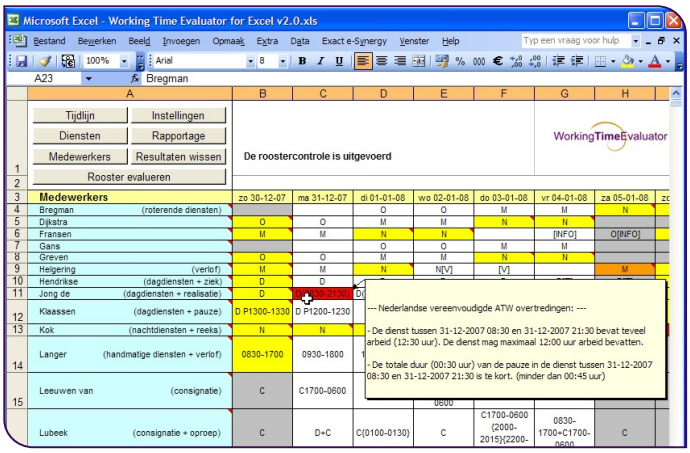
dr. R. Baumgarten, Doctor Clinical Chemistry and Chairperson of the Service Chamber

W.G.G. Bóza, AIO Anesthesiology Chairperson De Jonge Orde

dr. ing. B. Jansen, Managing Director Déhora Consultancy Group

even though it is not certain that that colleague knows all the applicable laws and regulations. About a half year ago De Jonge Orde decided to offer a new service to it's members to allow AIOS questioning their working hours to verify their schedule.

Why? Dino Jongsma, legal counsel on matters of labour law at De Jonge Orde, tells us that he used to manually check the schedules piece-by-piece. He explains: 'It cannot be expected that AIO's know all rules, laws and regulations that apply to their situation, I just had to spend a lot of time going over the schedules for them and supply practical suggestions as well as legal advice'.



## WTE: validity and uniformity

Manually checking the schedules used to take Jongsma a lot of time, he stated: 'We wanted to obtain uniform standards for scheduling of AIO's and achieve unambiguous definitions for matters like: On Call service, Standby service (where the AIO must be present in the hospital and keep himself/herself ready to contribute). The AIO representative union has selected the Working Time Evaluator of Déhora as the instrument to ensure an unambiguous uniformity. With the WTE members of De Jonge Orde can verify the validity of their schedules against all applicable rules and regulations on matters legal, organizational and regarding Collective Labour Agreements. As Mr Bóza states : 'The WTE can help AIO's fix their schedules. At the same time the WTE is a fine, objective instrument that will show whether a schedule will meet applicable rules and regulations, which results in the approval of the Labour Inspectorate' ■

*Management Scheduling Toolkit for monthly scheduling advices*

# 'RIJKSWATERSTAAT: NOW WE HAVE A PROPER INSIGHT IN OUR PLANNING'

'Look' says Aart Teeuwen, while he shows two little yellow model-cars on his desk 'it is about the inspectors that drive these cars.' Just to be sure that the scheduling for the road-inspectors meets the official regulations, Mr Teeuwen uses the Management Scheduling Toolkit of Déhora.

Aart Teeuwen is manager of operational and traffic-matters at Rijkswaterstaat. Working from his office in Alkmaar, not far from Amsterdam, he makes sure that there are always sufficient numbers of inspectors on the road. His people have to be present within fifteen minutes at any calamity to ensure that traffic keeps flowing.

## Real world planning

'Déhora prepares an annual basic schedule from which we derive our weekly schedules' says Mr.Teeuwen 'but we have to contend with the real world. People get ill, they follow a course, calamities sometimes last longer than a single shift which makes overtime a necessity.' Weather-conditions like storm, snow or slate may suddenly require deployment of extra people. At times his twenty road-inspectors have to put in a lot of extra hours. 'This is something one has to avoid as much as possible' states Mr. Teeuwen 'Labour regulations don't allow it, and on top of that; just imagine the horror of somebody getting injured due to unnoticed extreme fatigue!'

## Monthly evaluation

To what extent do the actual hours deviate from the basic schedule? And if they do, how can we avoid that in the future? With this question Mr.Teeuwen came to Déhora. A solution was quickly presented: Rijkswaterstaat was submitted their monthly schedules in spreadsheet form (Excel) to Déhora, together with the summary of actual working hours. 'For the course of a full year Déhora has verified the actual working hours against the labour regulations on a monthly basis. The monthly report showed where we went wrong and how we might improve our schedule. This report helped me enormously because the labour regulations are complex and obscure for a layman like me. This evaluation has provided proper insight in the matter.' Rijkswaterstaat has used the monthly evaluation for a year. 'now we will try to improve our weekly schedules ourselves. I expect to ask Déhora for a final evaluation at the end of the year to see whether we succeeded.' ■

### Management Scheduling Toolkit

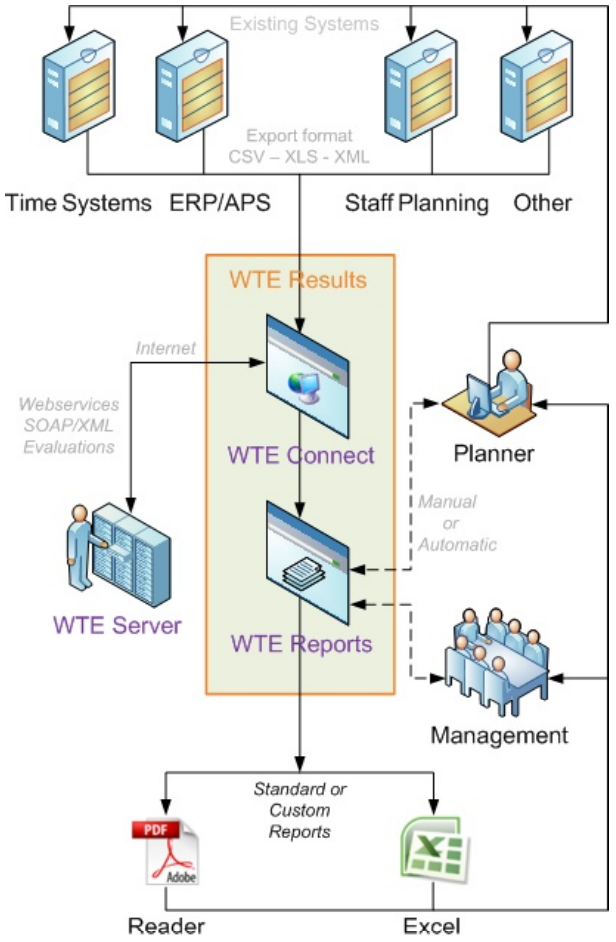
The Management Scheduling Toolkit is a new service of Déhora. If you would like to have a monthly evaluation of your schedule and clear, customized, management advice to improve your skills; please contact Déhora Consultancy Group,
phone +31(0)20-4044042 and ask for Mr. Wilfried de Graaf.

# Working Time Evaluator©

## New: WTE Results

### ‘Automatically evaluate schedules generated by other applications’

Individual scheduling requests, flex-hours; staff-planning has not been getting any easier. Still, we don’t want you to worry about scheduling. There is a new, innovative, way to plan, adapt, realize and evaluate schedules, the Working Time Evaluator.




The family of the Working Time Evaluator (WTE) products has a new descendant; the WTE-Results. It is based on the WTE-server-system, which allows schedule-validations in mere moments via the Internet. Earlier we already have developed two client-applications i.e. the WTE for Excel and the WTE for Internet, both allow centralized and uniform evaluation of the entered schedules. Now we have the new WTE Results which allows evaluation of schedules imported from other scheduling software applications.

### WTE Results

Especially large companies and institutions have invested important amounts in time-tracking systems, planning and scheduling systems, and in APS and ERP systems. Quite often only practice shows that these systems don’t correctly follow regulations, or they don’t follow all applicable regulations. Most often regulations specific to a company or a branch of industry are not, or poorly implemented. Our WTE Server contains all applicable rules and regulations. Our Working Time Evaluator has been certified by the Dutch Labour Inspectorate Authority and several umbrella-organizations, this allows us to guarantee 100% correct evaluations.

Organizations that have often already invested in scheduling-systems are reluctant to introduce new types of applications to their planners. This gave birth to the idea of developing the WTE Results! From now on it is possible to simply link existing working time related systems to the WTE Results and use it’s full potential of schedule evaluation and validations possibilities.

### Operation

The WTE Results needs little effort to set up and be operational. The above overview shows that the WTE Results contains two modules:

- WTE Connect

This module links to other systems in an easy fashion and fully automatically performs the evaluations.

- WTE Reports

This module handles the reporting, standard or customized, this function can, if desired, even automatically report to planners or management.

The WTE Results offers a simple solution for a complex problem and will save in many ways. Call +31(0)20-4044042 for more information and ask for Wilfried de Graaf. ■

# COLOFON

**3-Seasons is an publication of the Déhora Consultancy Group.**

Extra copies can be requested by phone or e-mail at Déhora, in the same way as address changes can be submitted.

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