



# PROJECT

## CLIENT REQUIREMENT



A global textiles manufacturer required culp for a 12-month coaching assignment with the Payroll Specialist and team for the evolution of payroll operations in the business.

Sponsored by the HR Director.

## CULP SOLUTION



Overview and lead payroll operations and maturity to effectively deliver payroll KPIs. Support, coach and mentor the Payroll Specialist and portfolio in line with the HR strategy and implementation plan.

## RESULT & IMPACT



Developed the payroll implementation plan aligned to the HR strategy. The plan helped HR prepare for a shift from typical payroll to “rethinking rewards” for the organisation. In order to do this, we needed to understand and mature all elements of payroll and the EVP. We developed a 75-page payroll process document with the payroll team and coached the Payroll Specialist in team and performance management to achieve KPIs.

**The coaching enabled payroll to identify process automation opportunities and together with HRIS automate workflows, optimize the payroll system and integrate systems for a more efficient and accurate process.**

**Data optimisation of employee data was a critical project that was completed over a 7-month period.**

**The assignment has prepared payroll to shift to Total Rewards.**

## LEARNINGS



It was initially very difficult to shift a payroll team into new ways of working. Specifically when it came to introducing and trusting technology. Persistence was key in showcasing how these solutions would add value to payroll processes and the organisation; and not result in individual “job loss”.

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