



Job Redesign

JR Case Study 1

Sector / Industry

Digital, Wholesale Trade & Retail

Consultancy Focus

Increase Productivity & Career Growth

Business Needs

- The Business is seeking to increase its' market share and obtain alternative revenues.
- The Business recognises the need to review its' existing processes, jobs and manpower deployment / enhance employee productivity to meet the emerging and future needs of the large scale digitilisation markets.
- The project team will review business needs, work processes, job role responsibilities and skills requirement, in order to support operation and growth.

Before JR

Assistant Manager

Largely involved in Digital Archiving production operations (overseeing scanning and quality control)

Digital Imaging Specialist

Digital conversion and project process (pre-preparation, scanning, production and quality checks).

Proposed JR

Assistant Manager

Job Enlargement: Job role expanded to cover business development, sales & marketing.

Job Enrichment: Job role will have accountability in production operations (quality control and continuous improvement), higher and more specialised skill proficiency.

Digital Imaging Specialist

Job Enlargement: Job role expanded to cover pre-sales (supporting business development).

Job Enrichment: Merged two overlapping roles for effectiveness and productivity.

The career pathway has been expanded horizontally into 2 critical business functions – Retail & Production / Projects, with a clear definition of progression.

JR Case Study 2

Sector / Industry

Hotel and Tourism

Consultancy Focus

Increase Productivity, Manpower Effectiveness, Career Growth

Business Needs

- The Business is seeking to restructure its' internal processes and improve productivity.
- The Business recognises the need to review its' existing processes, enhancing employee productivity and retaining talents to meet the manpower challenges faced
- The project team will review business needs, work processes, job role responsibilities and skills requirement, in order to support operation and growth.

Before JR

Hotel Manager

Ensuring front desk operations are smooth with adherence to processes, coordinating with all departments for operational efficiency, handling all staff issues

Guest Service Agent

Perform front desk duties including cashiering, bookings, check-ins/outs and arrangement of transport.

Proposed JR

Hotel Manager

Job Enlargement: Job role is expanded to include revenue management, data and costing analysis, talent management and marketing.

Job Enrichment: Job role is enriched with cross-department management skills, while delegating non-essential tasks to other staff.

Guest Service Agent

Job Rotation: Job role is rotated to include housekeeping duties during off-peak hours to improve room readiness.

Job Enrichment: Job role is enhanced to include concierge related services to improve guest experience and service level.

JR Case Study 3

Sector / Industry

Food & Beverage

Consultancy Focus

Increase Productivity & Job Attractiveness

Business Needs

- Business is seeking to restructure its' labour intensive processes, low productivity and retaining / attracting talents.
- Business recognises the need to review its' existing processes, enhancing employee productivity and attracting talents to meet the manpower challenges present across the F&B industry.
- The project team will review business needs, work processes, job role responsibilities and skills requirement, in order to support operation and growth.

Before JR

Cashier

Perform cashiering duties (payment transactions and balance tally).

Food Server

Taking and serving of orders, ensuring cleanliness of tables

Chef / Cook

Preparation of food orders, tracking of food orders, coordinating of food inventory

Proposed JR

Cashier

Job Enlargement: Job role reconfigured to provide guest services (assisting customers with self-ordering & cashless payments), greeting of customers

Job Rotation: Job role is rotated as hybrid server and food preparation.

Food Server

Job Enrichment: Job role is enriched with the implementation of food ordering system – removal of manual ordering process, assisting customers with self-ordering & cashless payments.

Job Rotation: Job role is rotated as hybrid food preparation.

Chef / Cook

Job Enrichment: Job role is enriched with the implementation of food ordering system – removal of manual tracking of food orders, automated inventory tracking (streamlined and simplified).

Job Rotation: Job role is rotated as hybrid server.