



**White Paper  
on  
Computerized Management of  
Contract Workers Using  
LabourWorks to efficiently  
manage contract labourers at  
India's largest refractory producer  
based at Orissa**

**Introduction**

Hiring labourers on a contract basis is an essential process for any business to enhance their bottom-line.

However, in large companies, it becomes extremely difficult to keep track of these contract labourers manually. Moreover, several loopholes emerge the manual system of keeping attendance of contract labourers. So how can the management keep proper track of the contract labourers? Fortunately, labour management solutions like LabourWorks can be utilized for this purpose.

This whitepaper will provide a case study of how LabourWorks has helped a Large Refractory.

**About Customer**

The customer is India's no. 1 refractory producer with service backup for total refractory solutions (design and application) and refractory management of the plant. It is also the first and amongst the very few refractory companies to have successfully integrated the implemented Integrated Management System in 2006 after adopting Quality Management System (QMS) (Current Standard ISO 9001: 2000) during the year 1994-95.

The company provides a wide range of products including basic refractories, dolomite refractories, flow control refractories, high alumina refractories, and monolithic refractories & silica refractories. With their operations in China, Gujarat, Jamshedpur, Salem & Belpahar, the company has been successfully meeting the growing needs of a wide variety of customers in the steel, cement, glass, copper, zinc, aluminum, petrochemical industries for over four decades (established in 1958) for both the domestic & export market.



## **Challenges**

Around than 1500 labourers work in this plant on a contract basis and more than 70 labour contractors deploy these labourers to the plant. Without any computerized system, it was getting increasingly difficult to handle attendance and other such issues of these labourers.

There wasn't any particular mechanism which would allow the management to keep track of these contract workers or debar misbehaving labourers. There also was a chance of manipulation of the number of labourers working for a particular contract worker.

Moreover, it was of utmost importance to know the backgrounds of contract labourers and other facts like if they had any police records. Under such circumstances, the plant was in need of a computerized labour management system to keep the contract labourers organized.

## **Benefits from LabourWorks**

Designed with such issues in mind, LabourWorks is an effective labour management system which can help keep the entire workforce of contract labourers organized.

It keeps an organized database of all contract labourers. This database contains basic information such as their name, address, phone number, contractor etc. It also contains their images, their fingerprints and digital signatures. All entries on this list can be viewed in list form. This list can be filtered under several criteria. Moreover, any entry can be easily searched for by scanning a photograph or a fingerprint of any contract worker. LabourWorks searches for similarities in the database and generates a quick result.

LabourWorks can generate photo-ID cards which can be issued to contract labourers. Whenever a photo-ID card is prepared for a contract labourer, LabourWorks adds his entry to its database. These photo-ID cards have barcodes which can be scanned when a contract labourer holding it enters or exits the facility. LabourWorks uses this functionality to keep efficient attendance of the contract labourers. LabourWorks also provides a fingerprint based attendance system by which the attendance of contract labourers is taken by scanning their fingerprints.

LabourWorks can also handle contract labourer attendance in four shifts. It records which contract



labourers are working in which shift and can keep a tab on the amount of contract labourers per that can work in one shift. It keeps a record of contract labourers that reported late to the shift and those who didn't show up for work at all. However, LabourWorks can also handle contract labourers that aren't working in either of these shifts by keeping a separate record of them under a 'general shift'. LabourWorks can also generate a list of all labourers present inside the facility. This list contains other information such as the time at which they checked in.

Contract labourers can be debarred and restricted from entering the facility on accounts of suspicion or bad behavior with LabourWorks with just one click. When any contract labourer is debarred, his photo-ID card does not permit him access inside unless his debarment is lifted.

### **Installing LabourWorks**

Execution of the project to install LabourWorks at the customer site began on the first of May 2009. An engineer from Scrum System directly reported to their premises and took an overview of the facility. Work on installing LabourWorks began immediately.

Several custom features were integrated to LabourWorks as per customer's needs.

After installing, the cards were immediately prepared, printed and issued to the contract labourers.

The entire operation took no more than 2 days.

### **Commercial Benefits from LabourWorks**

Upon implementing LabourWorks at TRL, several positive changes were evident. There was 70% reduction in the time required for monitoring the attendance of contract labourers and a 50% reduction in the man-power required for handling the attendance.

There was a marked 100% reduction in malpractices arising from the exploitation of loopholes occurring due to the manual system.

**Efficient attendance monitoring also ensured an 18% reduction in contract labour charges.**

Customer name is withheld at their request.