Monitor and manage policy and legal compliance in real time.

Welcome to the erNavigator Cloud Corporate introduction series.

In this document we will explore how erNavigator can help organisations monitor and manage labour relations policy and legal compliance in real time.

We will also review the available metrics that can be used to measure the extent of non-compliance within an organisation.

As each case is processed on erNavigator, end users and line managers are guided to make the right decisions, follow the correct processes, and complete the required tasks on time and in compliance with all policy and legal requirements.

Procedural non-compliance

In the event any decision, process or task is not followed, erNavigator automatically logs this non-compliance and immediately notifies labour relations specialists to make them aware of the situation.

In addition, the erNavigator will then take one of the following three steps, depending on the organisation's specific requirements:

If the end user chooses to continue, erNavigator can require them to:

- Record their reason for non-compliance before proceeding;
- Or automatically escalate the situation to a specialist for approval before the end user can continue;
- Or will not allow the end user to proceed until the non-compliance has been addressed.

Policy non-compliance

In addition, erNavigator measures and logs each task as either *not yet due*, *due now* or *overdue*.

Email notifications are automatically sent to labour relations specialists to alert them when tasks are overdue.

erNavigator also monitors and manages all policy and legal timing requirements.

For example, when scheduling a meeting the workflow automatically selects a future date that meets the minimum notice periods, as required by policy and law. Attempts at scheduling the meeting for a prior date are automatically blocked.

These are some of the ways erNavigator makes it easy to manage compliance across the entire organisation in real time.

Metrics

The system also provides metrics to highlight non-compliance.

These metrics are displayed in the key performance indicator dashboards. Metrics can be provided for the overall organisation as well as for its individual divisions. This comparison can then be used to immediately highlight divisions that require attention.

Additional metrics are also available to highlight end users that are non-compliant. Metrics include

- Alerts

- Identification of compliance breaches

- Processes and tasks that are out-of-time

- And overall non-compliance percentages

These metrics enable compliance to be measured in real time so that deviations can be immediately identified and addressed.

er Navîgator

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