



McDonald's balances the HR requirements of 152 restaurants.

McDonald's uses Nintex Promapp to comply with changing legislation and increase employee confidence, decreasing their reliance on the HR team.

Organization

McDonald's

Website

www.mcdonalds.co.nz

Industry

Retail

Country

New Zealand

About

McDonald's New Zealand opened its first restaurant in 1976 in Porirua. Today there are 152 McDonald's restaurants across New Zealand, with around one million people visits every week.

Business Benefits

Processes and forms easy to search and navigate

Easier to comply with changing legislation

Increased employee confidence

Decreased reliance on the HR team

Consistency across different locations

Balancing the human resources requirements of 152 restaurants across the country is now a whole lot easier for McDonald's Restaurants New Zealand, thanks to the adoption of Nintex Promapp's cloud-based process management solution.

The Auckland-based human resources (HR) team of McDonald's deals with the daily people needs of the organization and its 9,000 employees nationwide.

This includes providing HR support and guidance to individual franchisees and restaurant managers for a range of employment-focused procedures and protocols.

'A major advantage of Nintex Promapp has been having the processes and documents aligned at the various stages of each employee relations situation. For example, if a letter is required, the restaurant manager can clearly see which letter is aligned with the relevant process, making their life easier and avoiding confusion.'

— **Josephine Knowles**, HR Consultant, McDonald's

Bringing processes to the people.

A recommendation from its HR consultancy led McDonald's to try Nintex Promapp, a decision that has delivered excellent benefits according to McDonald's HR consultant, Josephine Knowles.

'We already had an online tool for managing employment issues, but no dedicated processes. When evaluating options, we knew that it had to be simple – our people in the restaurants wouldn't use process management systems if they weren't completely user friendly,' says Josephine Knowles, HR consultant, McDonald's.

Nintex Promapp offers a simple drill-down system incorporating processes, work instructions and relevant documentation like forms and proforma letters. It also offers a central storeroom for all process-related information which is easy to search and navigate.

For human resource practitioners, it provides the ability to clearly lay out processes for employee management – from hiring staff to dealing with misconduct or breach of behavior, with the ability to attribute necessary documentation to each stage.

'We often hear that people feel more confident dealing with the employee matters and they know where to go for information – this is all possible thanks to Nintex Promapp.'

— **Josephine Knowles**, HR Consultant, McDonald's

All processes are updated online.

Nintex Promapp allows all processes to be changed live, on the system itself - a significant benefit for situations like legislation change where applying an old version of a process may break the law. With Nintex Promapp, when processes are changed, the online process is immediately live, removing the possibility of outdated documentation or reference material being used. Each old version of the process is automatically stored in the change log along with the author's name, date and reason for change.

Although McDonald's initially intended to use Nintex Promapp purely as an employment relations tool, it is likely to now be extended across other HR functions.

'We quickly realized the positive impact it could have across other HR functions. Procedure is critical in HR and is often coupled with sometimes complex legal material. Nintex Promapp provides the ability to map this out for a range of functions, with complete clarity. For us, this now ranges from mapping processes for absenteeism right through to informal coaching.

'As the company's HR team, we provide an important resource to our restaurant managers at the end of the phone, and Nintex Promapp doesn't replace this need. It does however give our restaurant managers added efficiency and confidence in what they're doing,' adds Josephine.



About Nintex

Nintex is the global standard for process management and automation. Today more than 8,000 public and private sector clients across 90 countries turn to the Nintex Platform to accelerate progress on their digital transformation journeys by quickly and easily managing, automating and optimizing business processes. Learn more by visiting www.nintex.com and experience how Nintex and its global partner network are shaping the future of Intelligent Process Automation (IPA).

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