

## Staffing Plan, Turnover Tracking, Weekly Schedule

### Overview

An important component in planning for the future growth of your business is the ability to recruit, select, and hire the appropriate number of quality employees for your practice. Use the Staffing Plan and Turnover Tracking Form to project your yearly staffing needs (based on your business plan) and analyze your results on a on a month-to-month basis.

The information you project, track, and analyze can help you address the following:

- How many employees should I have on staff each month in order to deliver great customer service?
- How many regular and overtime hours are my employees working?
- How many employees are quitting or terminating? Why?
- Who is working what day?
- When should I start recruiting?
- What special activities should I plan each month? Who will be responsible for these?

### Staffing Plan

Employee job descriptions and projected transactions should help you determine practical and realistic staffing needs for each month.

The form is designed for you to enter the number of employees for each job title listed based on your yearly business plan.

You should adjust your staffing plan based on the number of employees that terminate from your practice, the work they are required to do and the future direction of the practice.

### Turnover Tracking

The two pieces of information that you will enter on a monthly basis in the turnover tracking form are:

1. Number of employees that separated voluntarily or involuntarily from your practice.
2. Total number of employees paid at month end.

The tracking form will yield:

- Turnover % for the month
- YTD Turnover % (yearly cumulative turnover)
- YTD Annualized Turnover % (projected end of year turnover)

### **Weekly Schedule**

Schedules should be posted in advance for employees to plan accordingly. Additionally the weekly schedule should accommodate the employee's availability.

The weekly schedule includes a "Planned Activities" section that allows you to schedule specific events and tasks for the week. (e.g., projects, employee training, rewards and recognition activities, etc.)

## Staffing Plan

Staffing Needs	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Owner Veterinarian	1	1	1	1	1	1	1	1	1	1	1	1
Associate Veterinarian												
Graduate Technicians							1	1	1	1	1	1
Kennel Workers	2	2	2	2	1	1	1	1	1	1	1	1
Barn Staff					1	1	1	1	1	1	1	1
Receptionist	1	1	1	1	1	1	1	1	1	1	1	1
Office Manager												
Practice Manager												
Bookkeeper	1	1	1	1	1	1	1	1	1	1	1	1
Non-Veterinary Hospital Administrator												
<b>Total</b>	5	5	5	5	5	5	6	6	6	6	6	6

## Turnover Tracking

Turnover Tracking	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Number of EE's Terminated - <b>Month</b>	1				1							
Number of EE's Paid on last Payroll	5	5	5	5	5	5	6	6	6	6	6	6
EE Turnover - <b>Month</b>	20%				20%							
EE Turnover - <b>YTD</b>	20%	20%	20%	20%	40%	40%	39%	38%	38%	37%	37%	36%
EE Turnover - <b>YTD Annualized</b>	240%	120%	80%	60%	96%	80%	67%	57%	50%	44%	40%	36%

# Weekly Schedule

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Total Hrs.
MAY	24	25	26	27	28	29	30	
<i>Example: Sheila / Receptionist</i>	8 am 3 pm	8 am 3 pm	OFF	8 am 3 pm	8 am 3 pm	8 am 3 pm	OFF	35
<i>Samantha / Kennel Worker</i>	6 am 12 pm	OFF	6 am 12 pm	10 am 1 pm	6 am 12 pm	6 am 12 pm	OFF	23

Activities Plan	Person Responsible	Resources Needed	Scheduled		Date Completed
			Begin	End	
Kennel Care Training	Samantha	Computer / Time	27-May	27-May	
Office File Maintenance	Sheila	Time	24-May	28-May	
Staff Outing	All	Tickets, Transportation	30-May	30-May	