



# Unlocking our Full Potential

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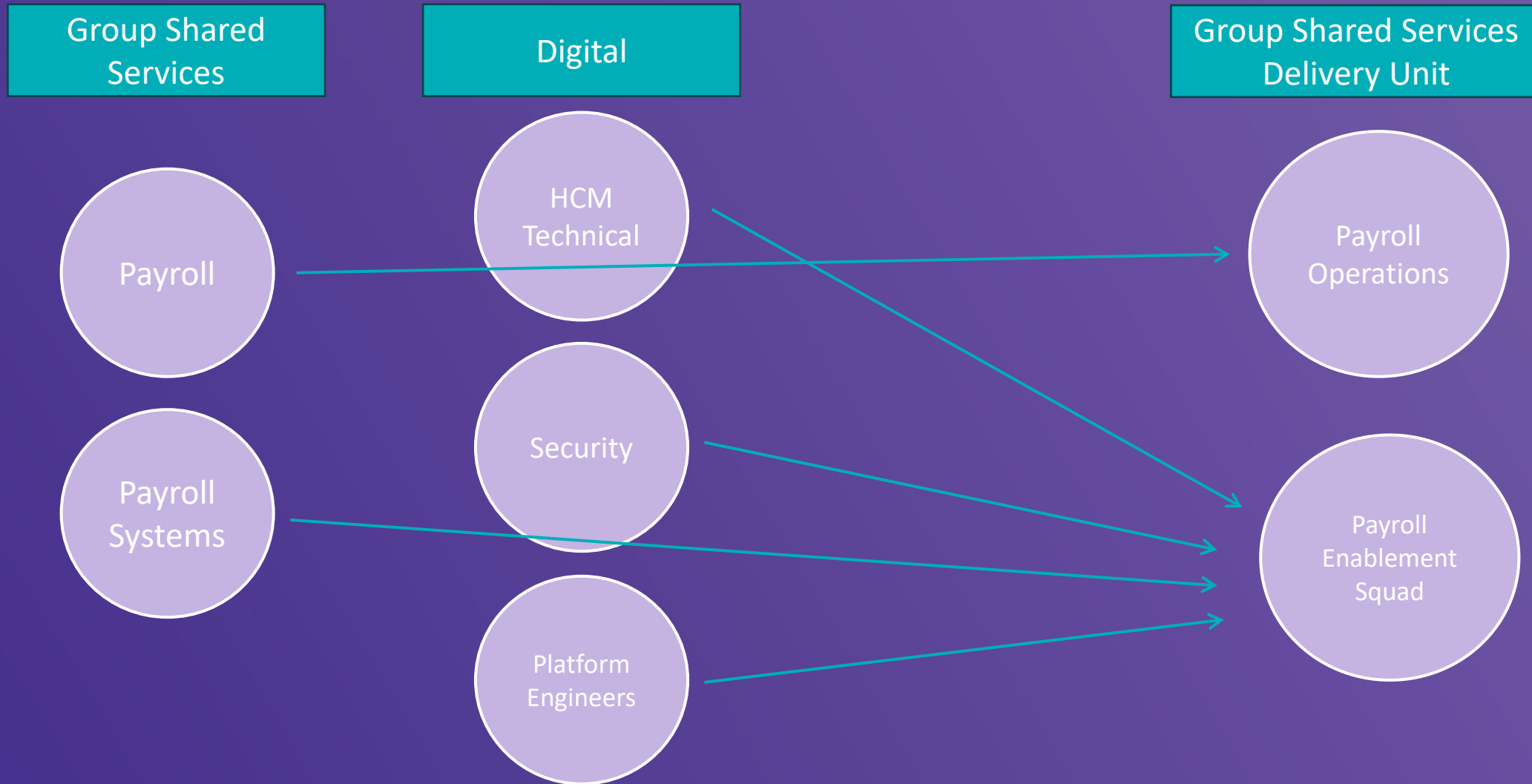
**Senior Shared Services Specialist (Enablement)**



# Unlocking Payroll Value

- *What is Agile in Air New Zealand?*
- *How does this provide value for payroll?*
- *Agile Ceremonies: Celebrating success in payroll*
- *Change Implementation: Quality control, fast-track & time saving*
- *Self-Service: Manual Claim System*
- *Payroll Front and Centre: Improved collaboration and stakeholder engagement*
- *Continuous Improvement: Ongoing enhancements for payroll*

# What does Agile look like in Air New Zealand?



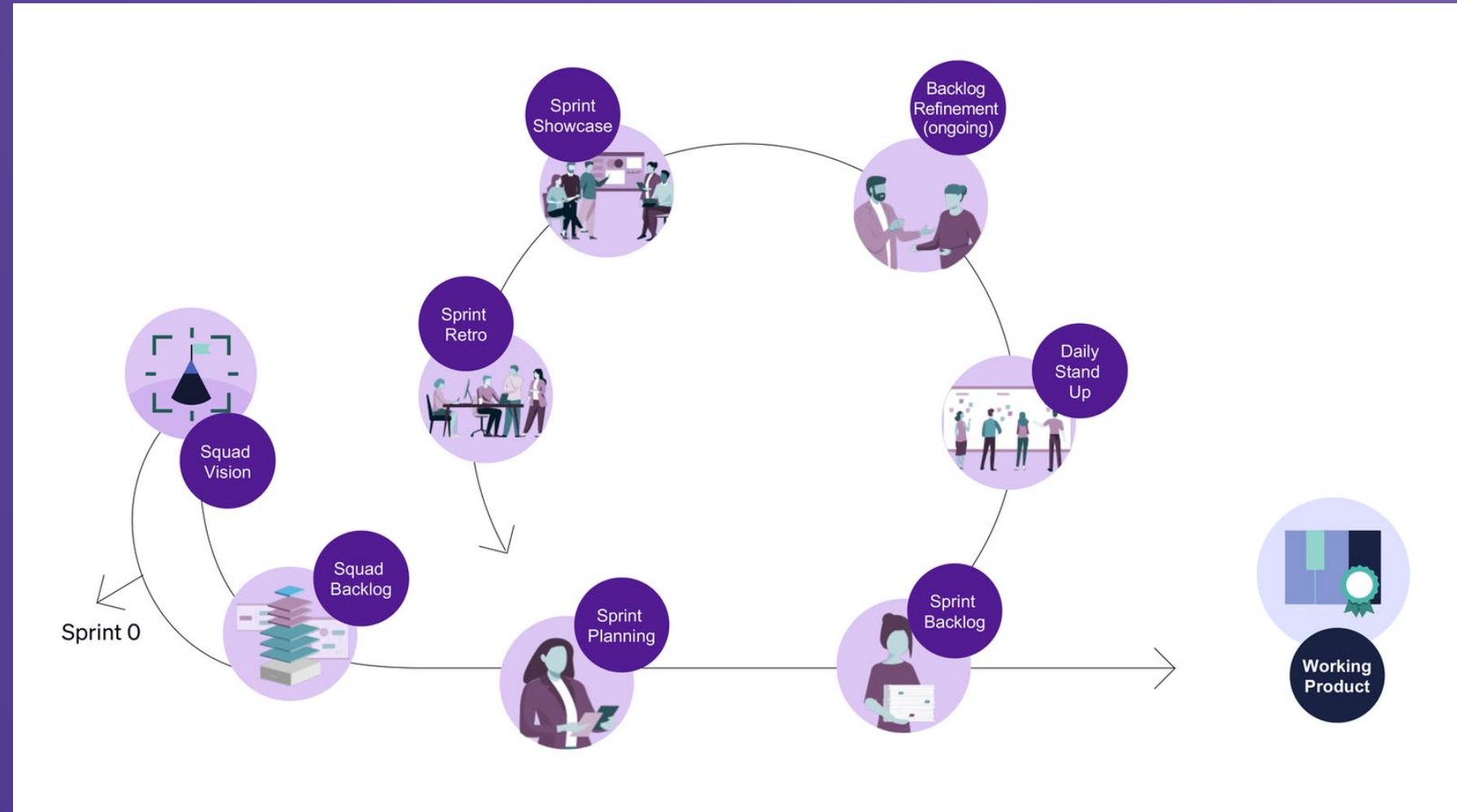
# Agile Ceremonies

- 2 Week Sprint Cycle
- Monthly Tribe Showcase
- Quarterly Business Review



*Our vision is to provide seamless and efficient payroll support to our stakeholders, ensuring legally compliant, accurate and timely processing of payroll for our employees.*

*We will continuously improve our processes, systems and system configuration to meet the changing needs of our organisation.*





How does this provide value for payroll?



**Productivity**

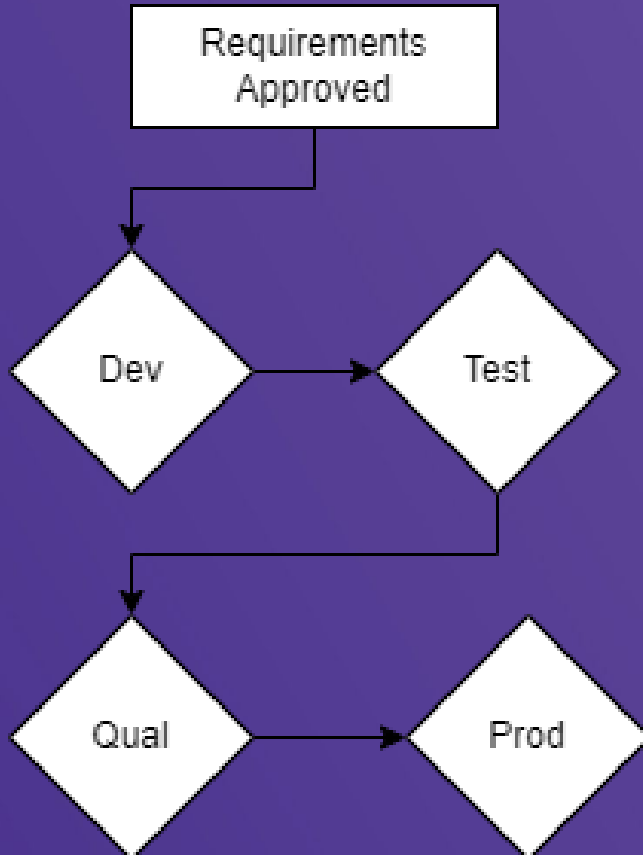


**Cost-Saving**



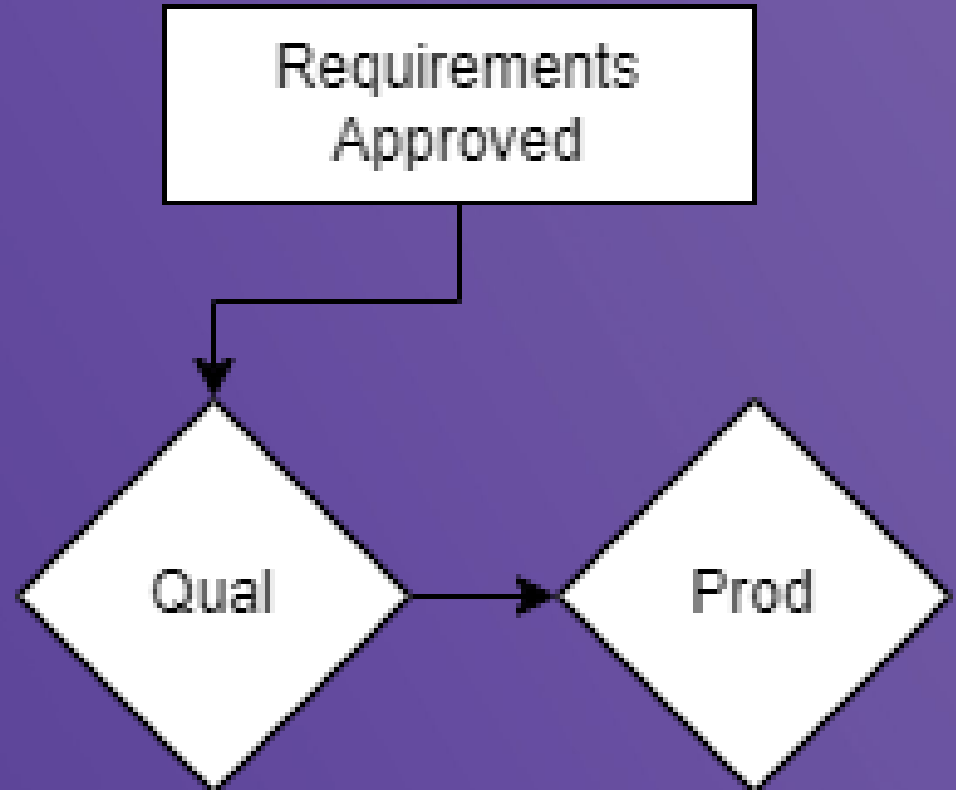
**Engagement**

# Change Implementation



Standard Migration – 6-8 Weeks

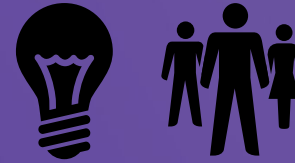
Full Testing



Fast-Track Migration – 2 Weeks

Visual Check Only

# Self Service and Automation



**AIRCREW EXPENSES**

Employee Number:

Sequence:  Current Arg/Base/Pos: C8 AKL TC8 Manual Claim Sequence :

Expense Rule Cd:

Rule Rate Value:  Contract/Resrc grp: (Sector/City/Position)

Date & Time:   Gmt/Local:  (G/L)

Rate Amt :  Local Apt:

Reference:  Number / Vol :  + Travel km:  Amount:

Applicable if allowance applies to activity items --GMT--

Carr/Aln:  Flt No.:  Airport:  Sched Dep:

Payroll Selection Date: Paid Date:

**AIR NEW ZEALAND**

## Welcome to the Claims Portal

[Create a new expense claim](#)

### Claim History

Claim Date	Expense Type	Expense Date	Rate/Amount	Volume	Currency	Cl
26/04/2023	777/787 Pilot Dinner Claim	12/04/2023		1	NZD	Re

## Manual Process:

- 2 minutes per entry by payroll.
- Ticket management and review process.
- Paid in 4-6 weeks.

## Self-Service:

- Automatic entry into system.
- Payroll only needs to check outliers and exceptions.
- Paid in next pay cycle.
- ~30,000 claims entered in 12-month period leading to ~1000 hours saved.

# Payroll Front & Centre



- Payroll is involved in decisions at an early stage.
- Business areas are more aware of flow-on impacts of payroll.

- Business areas are looking to upskill staff on payroll.
- Proactively reaching out to engage for complex problem solving.



# Continuous Improvement within a resource constrained model



- 40+ CI items completed by squad in FY24.
- 1500+ hours saved annually across both payroll and other areas of the business.
- Focus on:
  - Risk Reduction
  - Payroll Accuracy
  - Employee Experience

# *Questions?*

*AIR NEW ZEALAND* 

A STAR ALLIANCE MEMBER 