

MMC HR | HR CASE FILES

The 10-Minute Problem

THE SITUATION

Employees routinely arrived a little early to open systems, check messages, prepare equipment, or complete closing tasks after clocking out.

THE RISK

A few minutes can look insignificant in isolation, but recurring off-the-clock work across many employees and pay periods can become a substantial wage issue.

WHAT HR DID

HR mapped the actual start and end-of-day workflow and compared it with when employees were permitted to punch in and out.

THE FIX

Timekeeping rules were adjusted so required setup and closing activities occurred on paid time, and managers were trained not to create unofficial pre-shift expectations.

Real HR problems rarely arrive in neat packages.

This case file is a fictionalized composite created for educational purposes. Details are intentionally generalized and do not identify any MMC HR client.