

# Xora Case Study

“ With better staff accountability for daily functions such as inspection time, travel time, and administrative time, we have improved the efficiency of our team while controlling costs and meeting our customers’ needs. ”

— Kevin Tyne, Director, AZ Dept. of Weights & Measures



## The Arizona Department of Weights & Measures

### Situation

If an item is sold by weight or measure in Arizona, the Arizona Department of Weights and Measures probably inspects the commercial device used to measure it. They test everything from the accuracy of retail price scanners, to the net weight listed on packaged goods, to the meters in taxi cabs, to the calibration of fuel pumps. The inspections they perform every day help protect both buyers and sellers by ensuring that consumers get exactly what they pay for: no more and no less.

### Challenges

The ADWM has a lot of weights and measures to inspect each day. With their small team of investigators scattered throughout the state, keeping accurate records of inspections performed is critical. Investigators may perform several different types of inspections each day, and each inspection type has different job and cost coding requirements. Departmental financing is broken out into three separate funds. Complete and comprehensive records provide information important to the estimation of future jobs and determination of future budgets.

### Solution

The ADWM implemented Xora mobile resource management software for its team of ADWM field investigators. Investigators clock in and out for all job activities performed throughout the day, entering inspection details about work performed. This enables instant, accurate records of time spent on each activity. Job forms are customized by activity type, so inspectors choose the appropriate activity when beginning a job. For example, if an investigator selects the activity type “inspections” from the drop down list on ADWM’s job form, the investigator is prompted to enter information specific to inspections. The process works similarly for other activity types, and ensures that job information gathered from ADWM field investigators is complete and consistent.

### Results

The ability to document how funds are spent is critical to securing future budget for the ADWM. With Xora, the ADWM can easily and accurately allocate costs to the correct fund as each inspection is

completed. In addition, investigators spend much of their days not doing inspections. While the investigators are paid for this time, the time between inspections is billed to a general operating fund. By analyzing how time is spent between inspections, the ADWM is able to better allocate resources in order to maximize the percentage of each day each investigator spends performing inspections.

Reducing downtime between inspections is a top concern for ADWM management. Xora has allowed them to get rid of manual paperwork. They now use the data recorded by inspectors to fuel valuable reports about hours worked, jobs completed, and time spent between jobs. They use this information to create rolling metrics to measure improvement in each of these key areas.

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