

Return On Investment calculation from *Getting Things Done*

Client:	Mondi Packaging in Duffel, Belgium.
Seminar dates:	20-21 Nov. 2007
1 st Assessment:	During the seminar on 20 th of Nov.
2 nd Assessment:	After the seminar on the 18 th of Dec. through Email

Assessment questions and evaluation

- 1. How many Emails do you have residing in your Inbox right now (read and unread)?**
Before ø479, after ø359. This means that 120 messages less per employee are now stuck in the inbox waiting to be processed. Information flows better and colleagues get their feedback in a more timely fashion. Given more time, the total number of Emails left unprocessed could finally reach zero at the end of each day (ø25). Even so, the result after these three weeks is very good and influences time saved in processing Emails tremendously (see below).
- 2. How much time do you spend daily finding files and documents on your PC?**
Before ø7,2 min/day, after ø3,2 min/day, which means that **4 minutes** less time per employee is spend on searching for electronically based information each day. The participants are well organized and little effort is needed to maximize any further efficiency gains in this area.
- 3. How much time do you spend daily finding stuff in your general reference files?**
Before ø7,5 min/day, after ø3,8 min/day, which means that **4 minutes** less time per employee is spend on searching for paper based information each day. Same as above.
- 4. How often do you get disturbed by colleagues "walking in" on you daily?**
No real difference could be measured here, which often only shows after a longer period of time when colleagues have learned to "educate" another and trust each other's system for rapidly processing information.
- 5. How much time do you spend going through your Emails and writing replies daily?**
Before ø75 min/day, after ø42 min/day, which means that **33 minutes** less time per employee is spend on going through, reading, re-reading and answering Emails every day! This is a good result, given the yet untapped potential of many Emails still lurking in the inbox (see question Nr. 1) and is a good average. The participants could possibly gain another 10-30 minutes each day here, when the number of Emails left unprocessed in the inbox decreases towards 25.
- 6. How much time do you spend on going through your post and papers daily?**
Before ø28 min/day, after ø25 min/day, which means that **3 minutes** less time per employee is spend on reading and going through paper based post each day. This shows that the organization is still relying on, or is dependent on paper based information. The gains could be higher here, given time, but the organization should also take a look at the paper based information flow as such, and take measures to scale down where possible. The more information that is available in electronic form, the faster the employees can process it and file it correctly.
- 7. How much time do you spend on filing your references daily?**
Before ø33 min/day, after ø21 min/day, which means that **12 minutes** less time per employee is spend on filing and sorting out paper based post each day. This proves that the GTD methodology really helps the employees processing the information flow. As commented above, less paper would help the organization to gain even more efficiency here as well.

Analysis

This analysis is based on the answers given from 10 participants before and 8 participants after the seminar. Of course the calculation compensates for this difference and shows the average numbers for 8 participants. All answers are also based on median values and hence are a rather conservative evaluation of the effects from the Seminar. The full Excel calculation is available upon request, but ought not to be read uncommented.

Results

- The total time saved per employee measures **55 minutes per day!**
- This means a saving of **€ 16.000,00 per employee and year**, based on an average cost per employee of € 80,00/hour and 220 active days per year in the office.
- **The ROI** is, within the first year for the ten participants, thus close to **23 times the investment in the seminar!**

Comments

9 out of 10 do recommend **Getting Things Done** for their colleagues, and short of half the participants are interested in *Improved Reading* and *Effective Business Writing*, as further means to raise their efficiency levels.

“With this course, the way I now work is much more efficient and better documented than before. My head is clear and I can focus better on the tasks at hand and relax better when I get home!”

- Comment from a participant.