

>> SKAT

Simple **Tool** for **Conducting** and **Documenting** **Workplace Evaluations**



SKAT

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Customer profile

SKAT was formed on the 1 November 2005 following the merger of the municipal tax administrations and the state tax administration, ToldSkat. SKAT constitutes one overall authority. It is a single administration with a head office and 30 tax centres and other units across the country. The number of staff is approximately 9,500. SKAT handles the administration of all tasks relating to taxes, duties, customs, collection, assessment of real estate and cars as well as gaming.

Initial situation

The Danish Working Environment Authority requires all organisations with more than 8 employees to conduct a workplace evaluation in every department at least every 3 years – and SKAT is no exception. The purpose of these workplace evaluations is to survey and improve the physical and psychological environment in Danish workplaces. According to Jeanne Houen, chief clerk at SKAT, this could easily become a gigantic task, since it requires documenting the execution of the workplace evaluation in the entire SKAT organisation, including all adopted action plans for workplace improvements. Furthermore, one person responsible for every single action plan needs to be appointed, and continuously reporting and following up on the progress of every adopted action plan is also required.

But with SKAT's new custom-built application named SKATAPV (APV = Arbejdspladsvurdering/workplace evaluation), workplace evaluations have become an extremely manageable task.

Implementation

The new application SKATAPV has been designed by MATERNA and is based on SKAT's existing Remedy platform. It consists of 3 main components. It has a user element with 3 screens intended for the over 400 managers in SKAT's different departments. They will be responsible for registering and following up on all action plans for a workplace evaluation. A search and statistics element creates statistics and management reports, and an administration module manages user access and user rights in the system.

Furthermore, SKATAPV is integrated with SKAT's SAP based HR solution including its personal and organisational data. According to Jeanne Houen, this Remedy solution is extremely user friendly and even fool proof: "It is build up according to the same simple and flexible principle as Lego bricks. In collaboration with MATERNA, we started developing a 'primitive' system and extended it with extra Lego bricks as our needs for e.g. other system integrations and more management information kept rising."

Everyone at SKAT is extremely pleased with Remedy as a platform for SKATAPV, Jeanne Houen continues: "Everyone at SKAT agrees that Remedy is an extremely versatile tool, and we are very satisfied with the help MATERNA provides. So, we expect to extend SKATAPV even further among other things with improved management tools for handling all adopted action plans. Furthermore, we wish to extend our management reporting and to integrate SKATAPV with Microsoft Outlook's email and calendar functions. And with the usual great help from MATERNA, we are confident that the next projects will prove successful – and finished on time."

Advantages

- Compliance with Danish Working Environment Authority's requirements for workplace evaluation
- Documentation of all workplace evaluations and related actions plan
- Full overview of the progress fulfilment of all action plans
- Management reporting