



Yleiselektroniikka is in the electronics business and employs 135 people. All have permanent full-time contracts and most have received vocational training. The company supports the Keko project where unemployed people work within the company for eight months (two months of which are devoted to training), with a view to their being employed permanently.

The average number of sick days per person is 3.2. These figures relate only to staff who obtain a doctor's certificate.

ments and other improvements have also been made, for example adjusting the temperature in the offices to a better level.

Helping staff to feel valued

There is a good working atmosphere in the company. Employees are brought into the planning and decision making process and are encouraged to contribute towards the development of the business. Efforts are made to balance the demands of the job with employees' needs, this includes flexible working times. Both the company and the employees are willing to be flexible in all work related matters. For instance, in times of peak demand different teams are prepared to help one another.

Responsibility for OHS matters

An occupational safety committee looks at issues such as fire risk (of major concern in this type of business). New employees learn about safety issues as part of their induction training.

The company has statutory occupational health care. A nurse visits several times per month. The nearest occupational health care centre is only five kilometres away. This is a private health care centre and excellent services are provided and access to health professionals is always readily available.

Continuous improvement of working conditions

The company has invested in improving ergonomics. Office furniture has been upgraded and chairs replaced. Staff were given the opportunity to try out several options. IT has been upgraded to keep pace with general develop-

Promoting physical activity

The company is keen to encourage its employees to take part in sport or some form of physical exercise. A contribution is made by the company towards membership costs of the local swimming pool and gym. Social wellbeing is also taken into

account and the company makes a generous contribution towards events like the Christmas party, theatre visits and so on.

Making changes for the better

Last spring the plant underwent extensive modernisation. Work practices were also looked at and greater emphasis placed on customer friendly operations. Changing the way in which the business functions met with a certain amount of opposition. Fiercest resistance came from older employees, the younger generation are more accustomed to fluid work practices and the need for constant adjustment to meet changing market forces.

To make the transition easier, the company approached influential individuals within the company first and got them on board. The change process took place over a 12 month period to allow time for people to adjust.

With help and financial support from the WHP/Maintenance of Work Ability (MWA) - project, team building and teamwork exercises were carried out. Instructors from the Uusimaa Regional Institute of Occupational Health and Education Administration / Amiedu provided expert tuition.

Looking at the results

Despite the disruption caused by change, employee satisfaction has improved. As a result of focusing on WHP staff feel more motivated and valued and communication at all levels is better.

Satisfied customers are, of course, vital to the business, and customer satisfaction levels are measured regularly. Yleiselektroniikka is a member of Elgomit and surveys are carried out annually via this organisation. When compared to other companies in the same line of business, Yleiselektroniikka enjoys an above average rate of customer satisfaction.

Enjoying good health

Health within the company is good. Absence due to sick leave is low and the remit of the occupational health care service has now broadened. Although the company is happy to report that the physical health of its employees is satisfactory, it also wants to emphasise the importance of well-being in maintaining good health.

The company looks at ways of improving conditions for staff, for instance, bringing in better office furniture. Nowadays, companies know that providing a decent working environment helps create a better public image and ultimately attracts a better quality of employee.

A success story

The company's economic situation has improved. Better results have been brought about by making positive organisational changes and encouraging staff to take an active interest in the business. A motivated, skilled workforce improves the business in many ways. A positive attitude from management is another crucial factor.

The cost of WHP activities is quickly recouped when employees become more productive and sick leave is reduced.

Building up a positive future

Gaining the support of an outside agency is important as it gives credibility to new and maybe controversial projects. People can find change easier to accept when the reasons are explained by an objective outside source. Resources are limited in SMEs and help both in practical and financial terms is very welcome. Once projects are set up, the company can then carry on with them independently. The health of the organisation can then be improved on a permanent basis.