

How Toyota Boshoku cut absence-related admin by 70% and modernized workforce management with Andgo

70%

reduction in absence reporting time

100s

of hours of manual admin eliminated every month

12

manufacturing plants standardized into one process

6,000

team members across North America

Manual absence management was putting the brakes on Toyota Boshoku's operations. Automating the process with Andgo's Automated Absence Reporting eliminated hundreds of hours of administrative work and transformed data accuracy across the organization.

Key results

- **Increased efficiency:** Reduced absence reporting time from 10+ minutes to just three. This 70% decrease frees up managers and HR to focus on higher-value work.
- **Standardized processes:** Replaced 12 disconnected absence reporting methods with one unified, transparent process across all plants.
- **Improved data integrity:** Created a single source of truth for absence management, improving reporting accuracy and giving leadership trusted data for better decision-making.
- **Reduced call-offs:** Internal analysis showed employee call-offs decreased 15% due to easier reporting.
- **Better employee experience:** By giving employees real-time mobile access to absence and time card data, the company reduced disputes, improved transparency, and reinforced trust in their systems—driving greater employee satisfaction.



Executive Summary

Partner: Toyota Boshoku

Industry: Manufacturing/
Automotive supplier

Interviewee Name and Role:

Kamlesh Gohil, IT Manager

Kathy Papp, Human Resource Information Systems (HRIS) Senior Specialist



The hidden risk to manufacturing continuity

Absenteeism hits manufacturing harder than most industries. Manufacturing operations depend on tightly coordinated production lines, specialized roles, and time-sensitive targets. When one piece of the puzzle goes missing, everyone feels it.

Nowhere is this more true than at [Toyota Boshoku](#), a Tier 1 supplier within the Toyota Group. Toyota Boshoku operates manufacturing plants across North America and embraces the Six Sigma methodology of manufacturing excellence.

Every shift depends on precise workforce coordination, and absences disrupt that balance. Employees used to call, text, or submit paper forms for an absence, and supervisors had to log them all by hand. Disconnected workflows introduced significant operational risk. Missed calls could lead to unplanned staffing gaps, while supervisors, HR, and payroll managers carried a growing administrative burden.

Toyota Boshoku sought a faster, more reliable way to manage workforce absences.

Challenges

Fragmented call-off processes and site-wide inefficiencies

Toyota Boshoku had 12 plants, each with different processes for handling call-offs. All required managers to juggle employee phone calls, text messages, and voicemails, then complete forms and individually log them into the system.

The time sink was staggering. Every call-off demanded about 10 minutes of action to address, and that inefficiency scaled fast. With more than 10 absences per employee each year across a workforce of 6,000, Toyota schedulers spent up to 10,000 hours recording absences, or the equivalent of more than a full-time role.



Since each plant defined absences differently, Toyota Boshoku's data told an unreliable story. Some plants tracked five categories, others 10. Teams logged them into different "buckets," making it impossible to get a consistent view of workforce trends.

Apart from the inconsistency and additional effort, it was easy for busy supervisors to miss calls or misplace paperwork. The organization has a 10% absence quota and discrepancies meant managers could have to make staffing decisions on the spot, sometimes leading to staff disputes and lost productivity.

IT Manager Kamlesh Gohil and HRIS Specialist Kathy Papp were determined to eliminate these absence-related inefficiencies that slowed operations.

"We constantly look for ways to improve efficiency. Anything people are spending an enormous amount of administrative time doing, we look for automated solutions,"

Kathy Papp,

Human Resource Information Systems (HRIS) Senior Specialist



“Employees love to see everything on their fingertips. Success was all about getting buy-in and getting the stakeholders involved.”

Kamlesh Gohil,
IT Manager

Solutions & Results

Automating absence management and regaining control

Toyota Boshoku was already running UKG ProWFM. When Gohil and Papp reached out to them for advice on improving absence management, UKG recommended Andgo. Andgo has an extensive track record in complex staffing environments, and Toyota Boshoku recognized that a high level of automation was required for high-stakes automotive manufacturing.

The recommendation led to the implementation of [Andgo's Absence Reporting](#), which replaces manual call-offs with an automated system. Employees make a one-tap call from the mobile app, and the system automatically captures, categorizes, and routes each request into a central dashboard, notifying management in real time.

Because the solution integrates directly with UKG ProWFM, schedules update immediately to reflect the absence. Schedulers can then plan accordingly, keeping operations running like clockwork.

“We constantly look for ways to improve efficiency. Anything people are spending an enormous amount of administrative time doing, we look for automated solutions,” Papp says.

Driving adoption through internal advocates

Gohil and Papp led the Andgo rollout, focusing on building strong internal advocacy.

They visited each plant, gave presentations, and created feedback loops with regular team meetings. That feedback shaped the rollout. For example, when employees said they didn't want to return to laptops to check notifications, the team worked with Andgo to enable mobile access.

By involving people early and acting on what they heard, Toyota Boshoku removed most of the friction normally associated with change management.

“Employees love to see everything on their fingertips,” Gohil says. “Success was all about getting buy-in and getting the stakeholders involved.”



Will call-offs increase with an easier process?

Leadership raised an important concern: If absence reporting became streamlined, would employees call-off more often?

Andgo thought of that. The system is configured so notifications are routed to multiple supervisors, not just direct managers. Leadership can track every absence, and that visibility drives accountability.

Papp estimates that 80% of the excuses managers used to hear from employees have been eliminated. The Andgo platform records and tracks every absence request, so employees can no longer claim they couldn't reach a manager or their manager missed a message.

Internal analysis confirmed that increased call-offs were not an issue.

"Some people thought call-offs would go up. But we conducted a study and proved that is not true. The number of call-offs actually went down by 15%," Papp says.

Unlocking dramatic gains in efficiency

Andgo's solution removed the administrative burden and reduced absence reporting time by 70%.

"With Andgo's Absence Reporting, it's gone from 10 minutes to three minutes. That's the efficiency gain we have obtained," Gohil says.

With managers and HR teams spending less time on admin, everyone can redirect their time to higher value work.





Smoothing the bumps with a standardized system

Toyota Boshoku replaced 12 disconnected processes with one unified approach. By standardizing absence categories and aligning rules, Andgo's software has created a single source of truth.

"Now that the system records everything, there's no manipulation of data," Papp says. "It's not something arbitrary. Calls always go to the right person and notifications don't get missed."

That consistency transformed reporting. HR now runs accurate monthly reports covering absenteeism, overtime, and turnover, with trusted data flowing seamlessly into UKG. As a result, leadership has consistent, real-time data to make better workforce decisions and payroll is more accurate.

Employees have also embraced the change. With mobile access, they can view their absence and time records in real-time, building trust in the system.

"Andgo gives them visibility into the number of call-offs they've made, and it's always accurate," Papp says.

A new standard for manufacturing workforce management

Toyota Boshoku's Andgo implementation was part of a broader commitment to increasing efficiency and using real-time data to make better decisions. Andgo delivered, promoting standardization, fairness, and measurable results across the organization—all without disrupting operations.

The feedback reflects this success: in a post-implementation survey, group leaders, HR teams, and employees all reported a significantly better experience.

"We're moving toward the future with data-driven decisions. This is the way it should be," Papp says.

**Ready to modernize absence management
across your workforce?**

Book a call today