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Workforce Management Software: Taking the Pain out of Staffing Your DC

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Presenters

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Objectives

• Identify the pain that Workforce Management Software can resolve for your organization

• Determine the readiness for your organization for Workforce Management Software

• Discover leading edge uses and benefits of Workforce Management Software
Wages are Growing

- Median hourly wages for all Transportation and Warehousing occupations in the surveyed markets range from $12.41 - $16.48. From 2013 to 2017, Transportation and Warehousing wages rose by an average of 10.4% for all markets.

- US average is $13.75
Demand is Growing

- The number of employees needed to run a warehouse varies from traditional distribution to e-commerce models; the ratio can range from 250 sq. ft. per employee in peak e-commerce holiday rush season to a 5,000 sq. ft. per employee for bulk distribution. Assuming a ratio of one employee per 1,000 sq. ft. for projected levels of development, there will be a base labor need of approximately 452,000 new warehouse/distribution workers over the next two years.

Automation Might Solve Some Challenges

Another way to ensure that productivity levels are optimal is through automation, which can be implemented in tandem with less, yet higher skilled labor. This is already happening globally, as seen with increased demand for industrial robots.

Notes: Labor productivity measured in dollars of gross output per employee; projections do not include baseline forecasts of labor productivity growth.

Challenges for warehouse operations management

What happens when I have to ramp up to busy season?

Do I have the right people covering the right shifts?

I need better Forecasting accuracy!

How am I going to avoid overscheduling?

How can we use less temp workers?

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What about the Warehouse Workers?

• Business rules for local Labor Laws
• Growing employee skillsets
• Employee visibility to their entire employment profile
• Employee empowerment
Recent Challenges

• What's the average amount for which an employee will leave one warehouse for another? $1.50/hour

• What's the average amount invested in the learning curve of a warehouse employee? $1,800

• What's the increase of the average fork lift driver's starting wage in the past four years? From $10.50/hour to $13.00/hour

• What's one of the most important job factors to the average hourly warehouse worker? Flexibility

2017 ProLogistix Report
What is a Workforce Management System?

• Software that assists with managing a workforce, from forecasting and budgeting to demand, long range staffing and employee engagement

• Currently there are many packages, often specializing in the type of workforce they manage from call centers and service/field management to retail store environments – and recently (finally) for the warehouse. Some are more HR-centric, while others combine many other kinds of functions including timeclocks, accepting payments, appointment setting, etc., depending on their workforce focus.
Benefits of Workforce Management
Self-Service Via Mobile Devices

Improve Employee Engagement
Lifestyle Scheduling Flexibility
Ease of Use
“Employer of Choice”

Engage and empower employees by allowing them to manage their working lives.
Part of an Ideal Set of Systems

- **Customer Forecasts**
  - Forecast Units Shipped
- **Facility & Org Hierarchy**
  - Locations
- **HRIS**
  - Employee Data
- **Payroll**
  - Payroll

**Workforce Management**

- Employee Performance
  - Receiving, Picks, Packs
  - Schedules and Planned Hours
  - Daily Unit Counts

- **Labor Management**
  - Schedules
  - Punches

- **Warehouse Management**

**Time Clocks or Existing**
2020: A Day in the Life with Workforce Management Software

Joe calls/texts/emails in sick for a scheduled shift or there is unmet demand

Manager Elaine needs to find a replacement for Joe or fill a shift

With a single click, Elaine is able to notify everyone on the call list that a shift is available.

Phone Call

Text Message

Email

Everyone that is notified is able to respond to either accept or decline the shift

Within minutes, Elaine receives a message that the shift has been filled and the schedule is automatically updated.
Mike sees there is a shift available

Manager Elaine views the Labor Management Software Dashboard to see that her shift numbers have been updated and she’ll be able to meet today’s requirements.

Mike accepts the shift

Mike now sees an immediate adjustment in his work schedule and an updated view for vacation earned, expected pay for the period, etc.
New Concepts

• The Campus Method
What Can Take the Pain out of Staffing?

Forecasting

Visibility

Flexibility

Empowerment

Retention
For More Information

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