

MOVING FROM GOOD TO ... GREAT

10 Questions to Assess the Effectiveness of Your Labor Management System

1. Can you accurately model your workforce requirements? yes no
2. Does your labor model flex accurately as order profiles and customer requirements change? yes no
3. Can you plan and assign resources to a work activity based on cost? Experience? Performance? yes no
4. Are your associates provided details of their productivity and utilization daily? yes no
5. Are you identifying individuals for recognition and reward based on objective measures? yes no
6. Are you identifying individuals that need training or coaching based on objective measures? yes no
7. Do you monitor, escalate and report on management coaching and training of associates? yes no
8. Are you alerted in real time based upon your progress to plan? Performance? Utilization? yes no
9. Are you able to capture, view and report all the operational data that affects your labor productivity? yes no
10. Do you have one piece of technology that automates all of the above for you? yes no

Are you good...or great? Count your "yes" answers:

1-3

Your current Labor Management System is good, but your workforce may only be operating at 60% to 70% of potential. Look into new areas like labor planning, dynamic alerts, and dashboards – and review your system and data integration. TZA can perform a no-cost assessment of your systems and programs to pinpoint areas of improvement.

4-6

Your Labor Management System is above average, but there are still additional efficiencies you can achieve by validating your standards, improving communications, adjusting incentives, or optimizing labor planning. TZA can help you identify gaps in your current technology and processes to find additional performance gains and cost savings.

7-9

Your Labor Management System is on the path toward greatness, but may still lack full system integration...or extended visibility to KPIs...or mobile device access. Let TZA conduct a free assessment, based on our 30 years of labor management experience, to determine how to elevate your program to a perfect 10.

Essential Components for a High-Performance Workforce

LABOR PLANNING

Change is constant, so using historical labor standards or reasonable expectancies won't deliver greater efficiency.



Being able to model your labor requirements using dynamic labor standards that can flex based on order types and volumes allows you to plan your workforce needs for today or forecast for tomorrow – avoiding over staffing and expensive overtime.

By taking a more intelligent approach to labor planning, you not only can assign the right number of workers per activity but the right workers with the right skills.

PERFORMANCE MANAGEMENT

Real-time performance data from your LMS allows you to spot unproductive behaviors and correct them quickly. With timely feedback, even poor performers can emerge as better employees.



Your LMS should make it easy to give employees frequent feedback and recognition on their performance – and allow you to create incentive programs to reward productivity. What we reward gets repeated. What gets repeated becomes habit.

TRAINING & OBSERVATIONS

Training and coaching should be a continual process. New SOPs need reinforcement or employees may quickly go back to the way they did things before. Your LMS needs to be able to track and monitor observations and coaching sessions – and escalate observations that are not completed to alternate managers.

With real-time alerts via mobile devices, supervisors spend more time on the floor and can address performance and utilization issues before they become a larger problem.



VISIBILITY

Having labor information in multiple systems (WMS, time and attendance, manual spreadsheets, etc.) limits visibility to performance metrics. Your LMS should be able to integrate data from other systems and employ business intelligence to report and display KPIs from your entire operation.

