

Workforce Analytics Assessment for Retail and Hospitality

Build a roadmap toward improved reporting and analytics practices

In today's retail environment, success depends on how well you deliver the quality service your customers expect. A consistently superior shopping experience builds customer loyalty, drives same-store sales, and increases basket size, boosting revenue and margin.

Your organization has invested in the development of a customer experience strategy, and clearly defined store associate behavioral expectations play an integral role in that strategy's success. These expectations have been reinforced through in-depth training and careful planning of your annual labor dollar investment.

The Kronos Workforce Analytics™ Assessment for Retail and Hospitality can help turn your people into a competitive advantage by offering visibility into how your associates are delivering on the desired customer experience. It starts with understanding the current and future state of workforce reporting, analytics, and performance management practices at your organization. With this information, Kronos develops a strategic plan for workforce analytics and performance management.

This Workforce Analytics Assessment engagement includes:

- Developing and documenting the current-state workforce reporting, analytics, and performance management program
- Assessing current key performance indicators for alignment to business goals and objectives
- Creating an inventory of existing workforce reports, and identifying opportunities to rationalize or enhance delivery
- Reviewing the current organizational store support team participation and fragmentation
- Assessing accuracy and audit schedule for operational field reporting and analytics
- Assessing the field's understanding, alignment, and adoption of existing metrics and performance targets
- Reviewing the current field governance and performance management process
- Assessing the corporate support team's methods for mining data and identifying business-changing insights

Scope and approach

The Workforce Analytics Assessment is designed to gather a high-level overview of the existing reporting, analytics, and performance management practice. This may include store visits, interviews with members of the organization at various levels, group working sessions, data analysis, and reviews of processes and system configuration. Using multiple methods to gather and summarize the information will allow our Kronos strategic advisors to compile a complete high-level current-state assessment and identify strengths and opportunities relative to workforce analytics.



Key Benefits

- » **ASSESS** existing reporting, analytics, and performance management practices, and identify improvement areas
- » **SOURCE AND COMPILE** important insight from key subject-matter experts throughout your organization
- » **CHART A STRATEGIC PATH** toward improved reporting, analytics, and performance management practices that result in improved sales and customer and employee satisfaction



Engagement deliverables

Deliverables will include a complete and comprehensive analytics assessment:

- Documented current-state analytics assessment
- Key findings and recommendations
- Analytics roadmap

Typical duration

The expected duration of the Workforce Analytics Assessment is four to five weeks, with (approximately) the first week dedicated to data gathering and interviews, the second week dedicated to report and data analysis, and the final phase dedicated to the documenting of all findings and presentation to the project team and executive sponsor.

Client participation

The success of the Workforce Analytics Assessment depends on the participation of subject-matter experts and leaders from HR, payroll, operations, field management, store management, finance, and IT.

Partner with the trusted leader

Kronos is a leading provider of workforce management and human capital management cloud solutions. Kronos Services is committed to providing smart value fast with a wide range of strategic service offerings — all delivered with the industry expertise and domain knowledge of a technology leader. We're dedicated to helping customers achieve a rapid time to value from their workforce solution investment while delivering the experience they expect. Learn more at www.kronos.com/services.

Kronos: Workforce Innovation That Works™.