Workforce Management
Scheduling Efficiency and Effectiveness Optimization

Accurately schedule employees to meet demand and control labor costs

In today’s competitive retail environment, success depends on how well you deliver the quality of service your customers not only expect — but demand. And scheduling employees to meet demand is critical to delivering on that customer expectation. After all, delighting customers with a consistently great shopping experience — delivered by engaged employees — is essential for increasing basket size, driving same-store sales, and building brand loyalty.

As your organization responds to shifting market conditions and business developments, it’s important that your workforce management program continues to support your evolving business objectives. This ongoing alignment will enable you to optimize your most valuable asset — your workforce — for sustained competitive advantage.

The Kronos® Workforce Management Scheduling Efficiency and Effectiveness Optimization can help. This Kronos Advisory Services engagement is designed to assess and enhance your current scheduling practices to ensure maximum efficiency of process and effectiveness of scheduling engine outputs. As labor spend is the typically the largest controllable expense a company has, having effective schedules is key to managing labor and bottom-line profits. In addition, when a generated schedule output is optimized, your floor managers will spend less time editing the schedule, which equals more time managing employees and sales — and fewer dollars spent on labor costs. This engagement will provide the foundation for a comprehensive strategy for schedule efficiency and effectiveness, including:

- An analysis of your current scheduling processes through systematic and business process lenses
- An overview of the different scheduling engines and how they could be used to improve or enhance your current processes
- Review of your current configuration, with emphasis on optimization and ways to increase functionality
- Best practices and recommendations for maintaining schedule efficiency moving forward

Our strategic advisors will guide conversations to gain a more comprehensive understanding of your current process and provide a review and documentation of current processes, recommended improvements, and ways to analyze over/under coverage in stores along with ways to improve.

**Scope and approach**

A Scheduling Efficiency and Effectiveness engagement begins with data gathering and analysis of scheduling in its current state, from both system administration and end-user perspectives. In addition, your current configuration will be analyzed and evaluated for best practices where applicable.

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**Key Benefits**

- **SCHEDULE EMPLOYEES** to meet customer demand
- **FREE UP FLOOR MANAGERS** to spend less time editing schedules — and more time to managing employees and driving sales
- **REDUCE SCHEDULING INEFFICIENCIES** to control labor costs
Once a comprehensive understanding of the current state is achieved, recommendations on how to improve schedule efficiency begin. This process will involve testing one or more scheduling engines to compare schedule outputs and coverage graphs, analysis of schedule rule sets, analysis of why stores are over- or underscheduled (overstaffed, understaffed, poor availability, minimum job length too short, etc.). Store visits and end-user interviews may also be conducted as part of gathering an accurate snapshot of your entire scheduling process and procedures.

Configuration design to enable the best possible schedules can be tested and recommended, including all scheduling building blocks and the best scheduling engine.

**Typical duration**

Depending on the complexity of your Kronos system configuration and the number of applications used, the Scheduling Efficiency and Effectiveness engagement typically takes six to eight weeks.*

*This time frame is an average based on similar engagements with Kronos customers. The length of your engagement may vary from the average.

**Client participation**

Active client involvement, including executive-level sponsorship and support, is critical to a successful Scheduling Efficiency and Effectiveness engagement. In addition to executive leaders, key client participants may include subject matter experts from all relevant departments in your organization.

**Partner with the trusted leader**

Kronos is a leading provider of workforce management and human capital management cloud solutions. Kronos Services provides a wide range of strategic services that help customers achieve smart value fast and a rapid return on their workforce solution investment — all while delivering the experience they expect. Learn more at www.kronos.com.

**Engagement deliverables**

At the conclusion of your engagement, your Kronos strategic advisors will present the following deliverables:

- Scheduling engine(s) recommendation
- Configuration recommendations
- Schedule analysis suggestions
- Recommendations and a roadmap for the future