The Revolutionist’s Guide to Speed Operations

Presented by:
Andy Recard, President- TZA
The Challenge: Unrelenting customer demands

They want it faster, they want it now, and they don’t want additional costs

- Need for higher productivity/throughput
- Rising Labor Costs
- Increasing turn-over
- Excessive overtime
They want it faster…

- Delayed shipments
- On-time shipments but with errors
- Damaged shipments
- Faster means a larger workforce
- Complex orders cause delays
“Productivity is facing a slow annual growth rate between 2015-2040.”

They want it now…

- Process differences for on-demand orders
- Complicates the workflow - stops and starts
- Reduces productivity
“The number one company goal in 2017 was Increasing customer satisfaction at 31.3%. Closely followed by reducing costs at 30.9%. Maximizing profitability 23.6%, and finally maximizing asset utilization 14.2%.”

26th Annual Study of Logistics and Transportation Trends (Masters of Logistics)
They don’t want additional costs…

- Labor is already a large percentage of operating costs
- With the unrelenting demands, more FTE’s are needed
- On-demand orders have increased overtime
- There’s not enough visibility to performance
“Labor productivity increased in 5 of the 21 NAICS 3-digit manufacturing industries in 2016, as output increased in only 2 industries, and hours worked rose in 11 industries.”

Productivity and Costs by Industry: Manufacturing and Mining Industries -- 2016, ECONOMIC NEWS RELEASE BUREAU OF LABOR STATISTICS U.S. DEPARTMENT OF LABOR
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What you’ll need to transform your crew to an agile workforce:

1. High-tech tools
2. Operating & performance data
3. Committed change management
"The implementation of a WFM (Workforce Management) system can bring a warehouse to 90% or more of optimal performance. The deployment of pay-for-performance schemes based on engineered labor-standard goal times can move a warehouse up to 110% to 120% of the "optimal" level for true best-in-class performance. Sometimes, these systems can be used to evaluate temporary labor to determine whether a full-time offer should be extended based on performance."

According the Gartner, as published in their IT Market Clock for Supply Chain Execution Technology, 2017
High tech tools
Streamline & speed operations

The benefits of:
• Labor planning
• Forecasting
• Mobile access & alerts
High tech tools
Streamline & speed operations

✓ Avoid overstaffing
✓ Minimize overtime
✓ Coordinate early outs
✓ Respond to delays
✓ Generate plans
✓ Model scenarios
✓ Secure data in the cloud
Operating & performance data

Streamline & speed operations

The benefits of:

• Fair standards
• Real-time
• Customized reporting
Operating & performance data
Streamline & speed operations

✓ Breakthrough technology calculates accurate labor standards based on multiple dynamic determinants
✓ Customized dashboards allow each user to see what’s most important
✓ Ad-hoc reporting with visibility to crucial KPIs
Operating & performance data
Streamline & speed operations

✓ Mobile apps provide users anywhere, anytime access
✓ Receive, review, acknowledge or escalate alerts in real-time
✓ Address issues before they become bigger problems
Committed change management

The benefits of:

- Preparation
- Training
- Continuous support
Committed change management

✓ New return data establishes a sense of urgency in the organization
✓ Teach coaching
✓ Encourage daily engagement
✓ Use the data!
Transform your crew to an agile workforce in 3 steps

Utilize a workforce management solution that has:

1. High-tech tools
   - Labor planning
   - Forecasting
   - Mobile access & alerts

2. Operating & performance data
   - Fair standards
   - Real-time
   - Customized reporting

3. Committed change management
   - Preparation
   - Training
   - Continuous support
For More Information:

Speaker email: arecard@tza.com
Website: www.tza.com

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