Get More Than Just a Productivity Score From Labor Software

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Open Sky Group is a consulting company specializing in services for warehouse, labor and transportation management software.
Agenda

• Introductions
• Today’s Challenges
• Functions and Considerations beyond Performance
  – Quality Management
  – Workforce Planning & Balancing
  – Systematic Observations & Coaching
  – Report Cards
  – Data mining & Analysis
  – Dashboarding and Mobility
Today’s Challenges

- Right People, Right Time, Right Place
- Onboarding
- Talent Retention
- Quality of Work
- Supervisory Tools
- Meaningful Data
Functions Beyond Performance

- Quality Management
- Workforce Planning & Balancing
- Systematic Observations & Coaching
- Report Cards
- Data Mining & Analysis
- Dashboarding & Mobility
Quality Management

- Quality vs. Fast Performers
- Reporting
- Miss-ship reductions
Workforce Planning & Balancing

• Plan upcoming work
• Common metrics/algorithms
• Balance in real time
Systematic Observations & Coaching

- Prompts/Triggers
- Log to System
- Real Time
Report Cards

• Removes human error variables
• Scores based on
  – Multiple variables
  – Multiple factors
• Individual to entire operations
Data Mining & Analysis

- Order profile statistics
- True customer cost-to-serve analysis
- Travel/MPH/speeding infractions
- Lunch/break abuse offenders
Dashboarding & Mobility

- Real Time, auto-refreshing data
- Informed users = better results
- No need for 3rd party software or connections
Questions / Comments

• Ask us anything
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