

# *Get More Than Just a Productivity Score From Labor Software*

Presented by:

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 Open Sky Group

## Presenters



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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

The screenshot shows a mobile application interface on a tablet. The top bar is blue with the text 'jda.' and navigation options like 'Cameron', 'WMD1', 'About', and 'Search'. Below this, the page title is 'All Users' with a search filter 'mm:hh am'. The main content area displays a table of user performance data. The table has columns for 'User Name', 'Direct Reports', 'Learning Curve', and 'Performance (-74)'. The data is as follows:

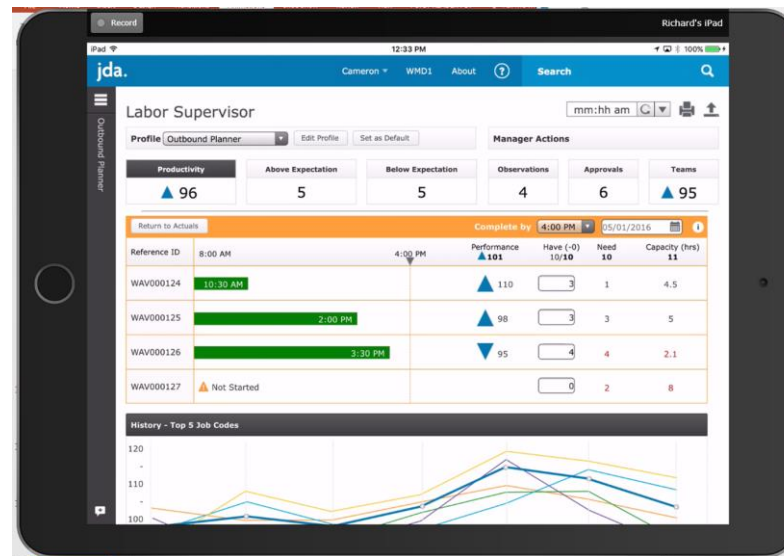
User Name	Direct Reports	Learning Curve	Performance (-74)
Smith, John	✓		145
Job Code			Performance
Activity			140
002			140
003			140
ID 2 Smith, Gary	✓		140
ID 3 Smith, Bob	✓		135
ID 4 Smith, Todd	✓		100
ID 5 Smith, Damon			100

## 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 3<sup>rd</sup> party software or connections



## Questions / Comments

- Ask us anything



## ***For More Information:***

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