

The Revolutionist's Guide to Speed Operations

Presented by:

Andy Recard, President- TZA

MAKE YOUR BUSINESS
 **FUTUREPROOF.**



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.”

Robert J Gordon, The Rise and Fall of American Growth (Nathan F. Modica
Office of Productivity and Technology, U.S. Bureau of Labor Statistics)



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




The Revolutionist's Guide to Speed Operations

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."



110%
to 120%

According to 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**

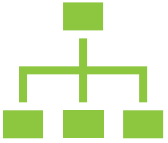


Operating & performance data

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**

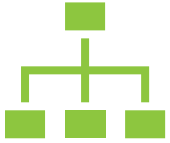




Committed change management

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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