

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

Presented by:

Shannon Caflisch, Open Sky Group

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 Open Sky Group

## Presenters



Jeremy Hudson



Shannon Caflisch

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 an iPad. 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' and the profile is 'Outbound Planner'. A table displays performance data for several users. The table has columns for 'User Name', 'Direct Reports', 'Learning Curve', and 'Performance (-74)'. The data is as follows:

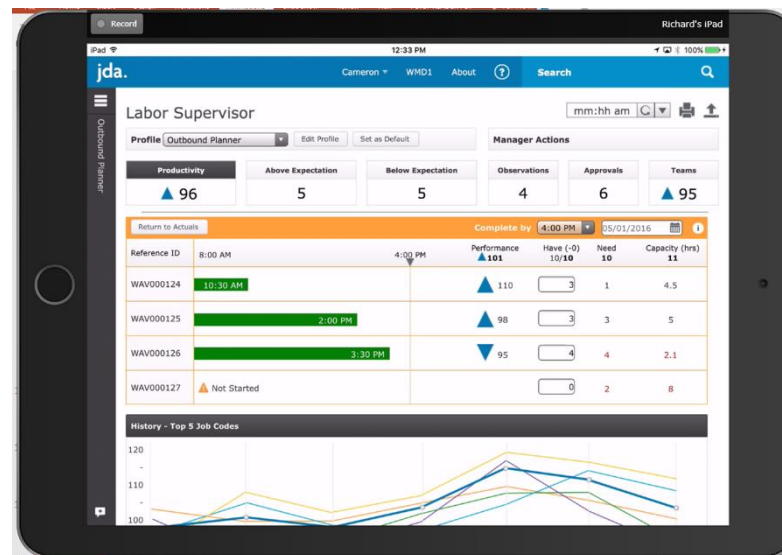
User Name	Direct Reports	Learning Curve	Performance (-74)
Smith, John	✓		▲ 145
Job Code			Performance
Activity			140
002			140
003			140
ID 2 Smith, Gary	✓		▲ 140
ID 3 Smith, Bob	✓		▲ 135
ID 4 Smith, Todd	✓		- 100
ID 5 Smith, Damon			▲ 100

## 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:***

Speaker email:

[Jeremy.Hudson@openskygroup.com](mailto:Jeremy.Hudson@openskygroup.com)

Speaker #2 email:

[Shannon.caflisch@openskygroup.com](mailto:Shannon.caflisch@openskygroup.com)

Website: [www.openskygroup.com](http://www.openskygroup.com)

Or visit Modex Booth 2515