

SCHEDULESOFT NEWS

September 2009

SHIFT SCHEDULING TRANSFORMED

ScheduleSoft is the leading provider of optimized workforce scheduling software for complex labor and production environments. Our systems are unique in their ability to allow for rules configuration through setting parameters rather than costly customization. We hope you find our monthly insights useful in your day-to-day operations management, and encourage you to forward to your colleagues.



ScheduleSoft News and Comment

Workforce Scheduling - Tactical Execution Support to a Lean Business Strategy

Much has been written about running a lean operation; most of which is focused on manufacturing. However, lean thinking applies just as effectively for service sector applications - law enforcement, fire protection, project management, education, healthcare, etc. A lean business operating strategy has its focus on delivering more value with less cost; with value defined as that to be considered of worth or importance for which your customers are willing to pay.

Lean strategies are not new with 20th century thinking. They can be found in the pre-20th century writing of Benjamin Franklin. Known for his remarks about frugality,

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New Features

- Shift Groups
- Post Groups
- Job Attributes
- Configuration Report
- Kiosk Shift Swapping

For more information, call 1.866.807.8090.



Technical News

The current version of our products as of this newsletter are listed below:

Client: 4.6.227
Server Tool: 4.6.036
Kiosk: 1.5.036
EIS: 1.19.010

For questions about your current version(s), please contact Technical Support at 1.866.807.8090.

Poor Richard's Almanac includes his "lean" thoughts that reducing costs might deliver more profit than increasing sales.

Lean operating principles focus on optimizing work flow to decrease waste (costs). Cost reductions are measured using quantifiable methods to decide what matters and evaluate effectiveness rather than the theoretical or simply accepting the status quo. Quantifying the effectiveness of a lean strategy requires a system-wide approach to evaluating and solving problems.

As lean operating strategies are implemented, the tactics typically target

- taking cost out of materials and supplies – most often accomplished with materials standardization
- vendor consolidation – placing a larger amount of business with one vendor to increase buying power
- process automation – replacing workers with robots, automated phone systems, etc
- controlling inventory – responding to customer pull rather than production push
- capital spending avoidance – increase existing asset utilization before acquiring more
- right-sizing the workforce – requiring the remaining workers to do more

However, even in the most technologically sophisticated manufacturing operations and certainly in the service sector, the value for which your customer is willing to pay depends on the unique skills of your workforce. When thinking lean, business strategists tend to take a narrow view of its workforce rather than a system-wide perspective. Workers are either in or out, needed or not needed, indispensable or disposable based on a job, line or departmental evaluation of fit. In the past, management took this approach out of custom and due to a lack of the appropriate tools available to match immediate and future business demand to the skills provided by the workforce. ScheduleSoft's automated workforce scheduling provides management the missing tool necessary to implement the labor tactic of a lean operations strategy. Automated workforce scheduling provides a system-wide approach to labor decision making.

Key to lean labor tactics is making sure your business has the appropriate skills to match business demand; whether

[Software Update](#)



Suggestions

How do you like the newsletter?

We'd love to hear from you by participating in the below survey. Your feedback can help shape the content for future newsletters.

Contact Us:
news@schedulesoft.com



your business requires a wholesale downsizing or a carefully considered reassignment of workers. ScheduleSoft integrates with business demand planning tools. Downsizing or employee reassignment is based on documented employee availability, qualifications, skills and scheduling fluctuations. Through the use of ScheduleSoft's workforce scheduling, the decision to move from a full-time workforce to a mix of full-time and part-time or contingent workforce may be empirically evaluated to assure a proper mix of worker skills and cost to efficiently meet current and future demand.

Strategic workforce planning and execution supports capital spending avoidance by increasing asset utilization and minimizing asset downtime. Automated workforce scheduling ensures the necessary labor resources, with the required skills, are appropriately assigned and available when needed to fulfill production or service demand. In addition, ScheduleSoft delivers the cost savings expected from an automated workforce scheduling system. ScheduleSoft workforce scheduling

- Eliminates manual processes for generating and reviewing schedules, equalizing overtime, managing job bidding, distributing and converting comp time, etc.
- Frees supervisors from manual schedule preparation, filling absences, responding to requests for vacations, leaves, overtime, job bidding, etc.
- Allows employees to quickly have electronic access to their work schedules, view schedule revisions and make requests for overtime, job bidding, vacations, etc.
- Assures consistent application and enforcement of business and labor contract rules, eliminating worker assignment error and employee grievances

Lean strategies are deemed successful when they deliver the right products (services) to the right place at the right time for the right price. This may only be accomplished with a workforce management strategy that delivers the right person to the right place at the right time. ScheduleSoft delivers.

For more information about ScheduleSoft email us at marketing@schedulesoft.com or call 800-807-8090.



ScheduleSoft Case Study

ScheduleSoft Supports Lean Initiative

The Challenge

A global food and beverage company, with more than 1,200 employees working at multiple processing locations throughout the world, was experiencing complex employee scheduling challenges due to a, “lean initiative” implemented in the 1990s. They established cross-functional lines in a cellular manufacturing process, run by self-directed work teams. While more efficient for production, self-directed work teams complicated employee scheduling.

The company faced three key challenges:

1. Continuation of process and cost improvements.
2. FDA and cGMP (Current Good Manufacturing Practices) regulation compliance and validation
3. Adherence to union contract work rules, including maintaining records of employee skills, matching individual's skills to equipment and proper allocation of overtime.

Accounting for the different workweeks for employees - some start the week on Monday, some on Tuesday, etc. - was an additional scheduling challenge. The company needed an easy-to-use automated system, bulletproof in its ability to assign work according to contractual agreements and job skills. Their current time and attendance system did not address any of the scheduling challenges they faced.

The Solution

The company evaluated several software solutions before selecting ScheduleSoft's Schedule Generation software, a robust automated system that handles complex attendance, job matching and work rules compliance.

This solution had great positive impact on the business:

1. Reduction in time and personnel needed to develop employee schedules
2. Minimization of the time to recognize absenteeism and report it to the shift supervisor
3. Ability to match employee skills to equipment and production demand
4. Optimizing the use of employees within contractual agreements and company cGMP guidelines

5. Ability to set and monitor goals for cost reductions in personnel and employee overtime payments
Equally as important was the software's full compatibility with the company's Kronos time keeping system and their Oracle payroll system. A win on every front.

The **Results**

This company found that ScheduleSoft's Schedule Generation software was easy to use and provided the following benefits:

1. 90% of the company's work rules were automated without costly custom programming.
2. 40% reduction in the time to develop the work schedules - a target the company believes will improve as the employees continue to use the software
3. 50% drop in money paid to workers for assignment errors and a significant reduction in employee grievances ("Free Money Program")
4. Improved union and management relations. A union/management team has been formed to discuss scheduling rules before they are entered into the system. The ScheduleSoft system is helping this company to reduce cost and eliminate waste, both critical elements of their "lean initiative."

ScheduleSoft's staff and Schedule Generation software delivered measurable cost savings through flexibility, ease-of-use, regulation compliance and business understanding.

To speak with a ScheduleSoft "lean operations" expert contact ScheduleSoft Sales at 866-807-8090.



Company News

Big Brothers Big Sisters Enjoy Badger Football

ScheduleSoft shared an afternoon of Wisconsin Badger football fun with Wisconsin's Dane County Big Brothers Big Sisters. ScheduleSoft donated 30 tickets to the group for the Badgers' September 19th preseason game with Wofford College Terriers. Offering Dane County's youth the opportunity to participate in a Wisconsin tradition demonstrates ScheduleSoft's commitment to the community.

ScheduleSoft, headquartered in Madison, Wisconsin, at the heart of Dane County, was pleased to have the opportunity to share an afternoon of fun and excitement with an organization that provides mentoring opportunities for Dane County's youth.

ScheduleSoft, the leading provider in demand-driven scheduling products, business solutions, and services

Gregory Flessas

