

# SCHEDULESOFT NEWS

February 2010



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

### Creating a Competitive Advantage with Automated Workforce Scheduling

2010 is promising to begin a decade of tough love policies for all sectors of the economy, business management and labor. For management the new decade's reality has been queued-up in the first decade of this century. The Supply Chain has been stripped of its inventory cushions. Customers want product customized specifically for them, produced and delivered with the same "fast food" mentality they use when buying lunch. Stockholders, schooled on the investment returns of the 1990's, are no longer content with average returns. They will quickly pull their investment dollars from perceived under performing companies and move the dollars to companies generating the best rates of return.

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## New Features

- Enable/Disable Kiosk OT volunteering from Client Application
- Multi-Demand Reassignment Tool Update (new filtering & sorting parameters)
- Day Job Statistics Report

For more information, call 1.866.807.8090.



## Technical News

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

Client: 4.6.248  
Server Tool: 4.6.039  
Kiosk: 1.5.042  
EIS: 1.20.011

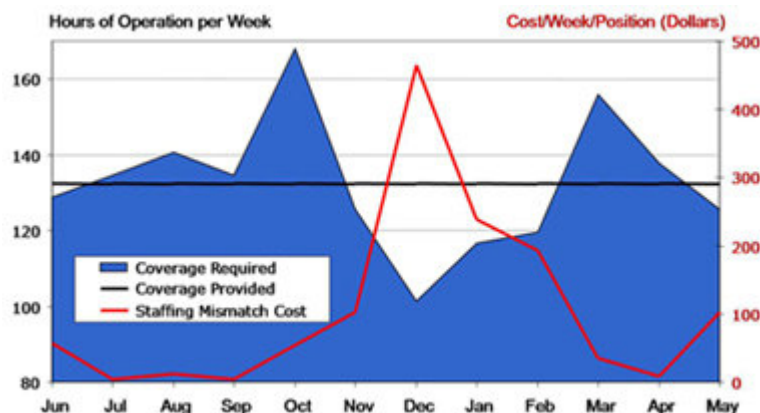
If you have any questions about your current version(s), please contact Technical Support at 1.866.807.8090.

Labor is facing a decade in which jobs will be slow to return, with outsourced jobs likely lost forever. Newly created jobs will require a new set of skills and different or more training to gain the expertise to even compete for the jobs. To secure these jobs, relocation may be in the picture. Surely the business/employee paternalism and job security of the 1950's, 60's and 70's is only a fond memory for those most senior in the workforce. Labor is now as much of a production commodity as the raw materials listed in the production bill of material.

When we speak with plant managers and production supervisors about workforce scheduling practices at their sites we consistently hear the same points about today's manufacturing environment.

- In addition to competition with other companies in the same industry, a single manufacturing facility is now competitive with other facilities within their own company if they hope to maintain their viability and avoid consolidation or elimination
- Managing the cost of labor is the single most controllable cost within the purview of plant management
- Lead times will get even shorter and customer expectations higher
- Moving forward manufacturing will rely more and more on temporary or contingent workers to respond to unpredictable customer demand

In November 2009, we introduce the following graphic depiction of current labor implementation in a typical manufacturing environment.



While maintaining a just-in-case labor pool was once invisible and even acceptable as a part of workforce scheduling, moving forward plant managers and supervisors cannot tolerate even one unproductive hour

[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](mailto:news@schedulesoft.com)



of labor and remain cost competitive. As the peaks and valleys of business demand become harder to forecast and labor/benefit costs continue to increase front line managers should expect to have the full-time coverage workforce (the black line in the graph above) reduced even beyond eliminating just-in-case workers. Moving forward the manufacturing business model will use the retail staffing model, composed of a small workforce of full-time workers and a pool of part-time, contingent and temporary workers who can be added to and dismissed from the labor pool as business demand dictates.

The challenge for Plant Managers and Supervisors will be scheduling this heterogeneous workforce in compliance with business rules and collective bargaining agreements while meeting the order fulfillment rates on which they are typically evaluated. Even production environments with no complexity will now move beyond traditional labor scheduling which assigns the same worker to the same job for weeks, months or even years. Supervisors will no longer be able to rely on their memories or scraps of paper for the preferences, skills and training of the workers available to fill the jobs in their departments. In fact, they may rarely see the same group of workers from week to week. Even with electronic spreadsheet support for scheduling, response time may not be swift enough to fill delivery demands.

ScheduleSoft offers manufacturers the tool for managing workforce scheduling in such a complex and rapidly changing production environment.

First, ScheduleSoft solutions interface with your ERP production planning to tie business demand to worker assignments at any point in time; worker assignments that take into consideration the skills and training needed to do the scheduled jobs.

Second, ScheduleSoft solutions interface with Human Resources records to match business rules, collective bargaining agreements, worker skills, training and preferences with the production demand labor requirements.

Third, ScheduleSoft solutions allow users to generate “what if” scenarios to determine labor fit for changes to business demand and provide information to assure your labor management strategy supports your overall business strategy.

Fourth, ScheduleSoft maintains an accurate accounting

of compliance with business rules and collective bargaining agreements, keeping grievances under control.

Finally, workforce requirements can be shared in partnership with contingent/temporary labor services allowing the service to be more responsive to fluctuations in business demand and increasing their ability to provide workers with skills that fit job requirements on demand.

With competition (internal and external) around every corner, those responsible for labor management must have systems in place to reduce costs and respond proactively to unanticipated changes in business demand. Those who don't will be replaced by those who had the foresight to position their business for the decade to come.

ScheduleSoft solutions give business the tools to change their workforce to match changes in business demand.

*To learn more about ScheduleSoft's workforce management and scheduling solutions contact ScheduleSoft Sales at 800-416-9006 today.*



## Feature Highlight

### Schedule Archiving

Schedule Archiving is functionality available with ScheduleSoft 4.6. It's one of those activities not used every day, but important for preserving schedules from past date-defined periods and facilitates improved performance from the production database.

ScheduleSoft recommends no more than three years of scheduling data be retained in the production database for optimal schedule generation performance.

With ScheduleSoft's Schedule Archiving functionality, the data from past labor schedules is moved from the production database to a user created archive database. ScheduleSoft offers a simple three step process for creating the archive database. This process is typically performed by a Database Administrator at

regularly scheduled intervals.

ScheduleSoft offers a simple three step process for schedule archiving, using menu options found in the ScheduleSoft Server Tool.

1. Select “Create a New Database” – When naming the database, be sure to select a naming convention that includes the time period included.
2. Select “Archive the Production Database” – Select the production database to be archived. Then select the appropriate time period to be archived.
3. Finally, create users who will have access to the database. Users might include staff members from Accounting, Human Resources, Plant Managers, Supervisors, etc.

Database retention in the archive is a business resource for:

- Defending grievances through employee work history
- Tracking employee qualifications
- Evaluation of labor standards , typically reviewed annually for each production SKU
- Absence reporting

*If you would like to know more about Data Archiving or other ScheduleSoft features contact ScheduleSoft Sales by phone at 800-416-9006 or via email at [sales@schedulesoft.com](mailto:sales@schedulesoft.com).*



## **ScheduleSoft Employee News**

### **ScheduleSoft is Hiring**

In response to a significant increase in business, ScheduleSoft is now reviewing resumes to fill open positions for Software Engineers, Project Managers and Implementers.

The ideal candidates are team oriented, quality-driven, and thrive in a fast-paced work environment focused on results. Fluency in Spanish or Portuguese is a plus.

Visit our web site at [www.schedulesoft.com](http://www.schedulesoft.com) to learn more about these positions.

Qualified candidates may submit resumes, via email, to Gregory Flessas at [flessas@schedulesoft.com](mailto:flessas@schedulesoft.com).

### **ScheduleSoft Employees Adopt-A-School**

ScheduleSoft and other Madison, WI University Research Park companies have formed a partnership with Madison's Glenn Stephens Elementary School. Stephens Elementary is a K – 5 school; serving a diverse population of approximately 420 students.

Sarah Martin, volunteer coordinator at ScheduleSoft, said of the partnership, "ScheduleSoft is very excited to be involved in this partnership opportunity with Stephens. The opportunity to volunteer not only benefits the community, but provides a great foundation for team building activities outside of the workplace. We are honored to be involved in such an important program."

In January, ScheduleSoft employees collected an overwhelming amount of socks and sweatpants for Stephens Elementary, with each employee taking part in the donation efforts. The collected items were delivered to Stephens and distributed to families in need.

The Adopt-A-School program, established by the Foundation for Madison's Public Schools ([www.fmps.org](http://www.fmps.org)) in Madison, Wisconsin, coordinates volunteer opportunities for working professionals at schools throughout the Madison, WI Public School District.

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

Gregory Flessas

