

SCHEDULESOFT NEWS

March 2010

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

Pull vs. Push: Lean Manufacturing and Strategic Labor Management

The goals of lean, consumer demand-driven manufacturing have indelibly changed the models by which products reach consumers. Manufacturers are, more than ever before, able to achieve a ubiquitous market presence while keeping the costs of production and distribution down, granting

In This Issue

[News and Comment](#)

[Feature Highlight](#)

[Employee News](#)



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

consumers an as yet unsurpassed level of consistent access to the products that shape their daily lives. But just as supply chain optimization has made ubiquitous market presence of products a viable business reality, so too have customers become accustomed to constant and consistent access to the products they want to buy. The end result calls manufacturers to the challenge of maintaining constant product availability on store shelves, and raises the stakes of mismanaging the supply chain.

In meeting this challenge, leaders in manufacturing have shifted their focus from static models of production—pushing preset levels of product into inventory irrespective of consumer demand—to models that accommodate dynamic fluctuations in consumer demand—pulling products directly from the production facility as consumer demand changes. Allowing the marketplace to adjudicate production decisions at the facility level enables manufacturing leaders to be nimble even in the face of dramatic fluctuations in consumer demand. With facility management being an integral component of executing a pull-based supply chain model, strategic labor management policies that can accommodate variable customer demand are essential to facilitating lean manufacturing initiatives.

When the facility and its employees comprise an active link in the supply chain, and not simply a location at which raw materials are transformed into products, workforce scheduling policies have direct impacts on maintaining product ubiquity in the marketplace, the cost of those products to consumers, and, ultimately, the decisions consumers make. Workforce scheduling policies on the production floor, however, are rarely as adapted to variable customer demand as the lean manufacturing initiatives in other locations on the supply chain. Misallocation of labor resources, inaccurate records of employee qualifications and training, and increased levels of overtime all disrupt the flow of products through the supply chain. In short,

are listed below:

Client: 4.6.253
Server Tool: 4.6.039
Kiosk: 1.5.043
EIS: 1.20.011

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

[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



scheduling policies at the facility level are not as nimble or finely tuned as other areas in the supply chain, resulting in higher product costs for the consumer.

Workforce scheduling policy automation allows a facility's workforce to adapt to fluctuations in consumer demand, giving a facility, and ultimately an enterprise, a competitive advantage in the marketplace. Schedule automation allows facilities to capture and consistently execute scheduling policies according to production demands at the facility level. More importantly, it allows the right person to be deployed at the right place and time, ensuring that the supply chain flows through the facility unobstructed. In the end, achieving agility in the supply chain means mobilizing a workforce that can consistently react to fluctuations in consumer demand.

SAP MFG 2010 Conference

ScheduleSoft recently attended the SAP Manufacturing Conference in Orlando, FL. This event, hosted annually by SAP, is designed to bring together professionals from a wide range of fields—facility operations, supply chain management, logistics, and information technology—to discuss the latest trends and challenges facing business process automation.

Case studies from top-tier SAP customers highlighted the tactics used to optimize supply chain processes, from improved demand forecasting all the way through to consistent order fulfillment. Attendees had the rare opportunity to hear how their colleagues, partners, and sometimes competitors, handle the increasing market pressures facing the manufacturing industry. Regardless of each participant's particular business, the universal message remained: do more with less.

“Lean initiatives in manufacturing have always been integral components to achieving business viability and success in any economic environment,” says Greg Flessas, President and Founder of ScheduleSoft. “Now, in the current economic climate, creating sustained business growth while still staying lean is no longer an option—it’s an imperative.”

With a company’s success and failure so closely linked to enterprise-level efficiency, each participant had to carefully consider how each of his or her business strategies supports lean operation. How are we reducing costs every day? Are our business-critical systems helping us to make the most out of our resources? What happens if our biggest competitor is doing it better?

With labor comprising nearly 70% of controllable costs in manufacturing environments, a company’s ability to precisely match staffing levels with the ebb and flow of customer demand has a profound effect on its bottom line. As the industry leader in creating tactical workforce management solutions, ScheduleSoft was approached by numerous industry executives and managers keenly interested in how our solutions match the complexity and breadth of their labor deployment goals.

“Coming to SAP Manufacturing allows us to refine our understanding of the challenges facing industry leaders as they further entrust their success to lean business practices,” Mr. Flessas says. “We have a great opportunity to address the dynamic business needs of large manufacturing companies here.” This investment in research helps ScheduleSoft empower its customers to enact a workforce management program that supports, enforces, and ensures the advancement of their supply chain initiatives.



Feature Highlight

Multi-Demand Reassignment Tool

At ScheduleSoft, customer feedback is an integral component in the way our application adapts to better fit those clients with whom we work. Our ability to actively collaborate with our customers sets us apart from other companies, and we strive evolve with the dynamic needs of our customers.

During January and February, our Multi-Demand Reassignment tool underwent significant interface changes. These changes better enable our users to view and sort critical assignment information, while also improving the method by which users use the tool to reassign employees to jobs and shifts.

The added functionality allows schedulers to filter information according to pool posts and shifts, as well as laid-off shifts, to select specific list of shifts and posts that can be viewed, and to view a specific list of employees. With these new methods for aggregating assignment data in place, schedulers can make mission critical workforce decisions on the production floor with improved accuracy and efficiency.

In addition to these new methods for sorting and viewing employee and Master Schedule data, we have retained the core features of the Multi-Demand Reassignment Tool to ensure it is as simple to use as ever. The tool automatically takes into consideration employee qualifications, allowing schedulers to focus their attention on the best way to strategically reassign employees. Reassigning employees is still as easy as dragging and dropping employees into shifts and posts where they are needed.

Customer feedback continues to be one of our most

important assets as a company, and updated Multi-Demand Reassignment Tool represents our commitment to achieving the business objectives of our customers. Check back next month for a new feature highlights and other news about our evolving application.



ScheduleSoft Employee News

Professional Services

At ScheduleSoft, our commitment to transforming one company at a time starts with our Professional Services Team. This group of talented, analytical thinkers and communicators owns the ScheduleSoft Implementation Process, working closely with our customers to drive the success of every project we embark on. In short, they are passionate collaborators and steadfast consultants who are ready to work with you.

Starting this issue, the ScheduleSoft monthly newsletter will feature a member of our Professional Services Team. We invite you to learn more about the bright and committed consultants who comprise our team, and the professional and personal values that allow them to achieve consistent success with our customers.

As a Project Manager and Sales Development Leader at ScheduleSoft, Sarah Martin exemplifies the dedication and integrity that allow the Professional Services Team to achieve success.

“I think integrity is the most important value a consultant can bring to their work,” Sarah says. “Even in the midst of difficult challenges, knowing who you are, setting boundaries, and remaining true

to your core values is incredibly important.”

Sarah’s integrity helps her to cultivate valuable relationships with our customers across the country—her commitment to open and honest collaboration ensures that those relationships continue to flourish. “Customers are a vital piece of our business,” she says. “Each interaction I have with them is vital to building productive customer relationships. These relationships truly help me to continuously improve my skills consultant and a manager.”

The values that guide Sarah’s interactions with our customers also enable her to instill those values in other members of the Professional Services Team. She fully commits herself to developing the skills of the Professional Services Team. “Our team is an amazing group of professionals,” she says.

Check back next month when we highlight another member of our Professional Services Team.

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

Gregory Flessas

