

# SCHEDULESOFT NEWS

June 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** TECH•ED

## Best Practices & Education

July 13/14 2010

Monona Terrace · Madison WI

*Maximize your ScheduleSoft investment and learn from your peers at our quarterly user education and networking event.*

At ScheduleSoft, collaboration with our customers is at the center of everything we do and allows us to raise industry expectations for what is possible. In the spirit of those collaborative partnerships, ScheduleSoft will be holding its first quarterly user

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## New Features

- Schedule Editor: Functionality to enter more than one assignment without exiting the screen

- Post Report: New employee sorting options

- Roll-Call Report: Functionality to show available employees

- Work Summary Report: Functionality to show job accounting code information



## TECH•ED

[Video](#)

Greg Flessas & Dan Gilmore, Supply Chain Digest, discuss the importance of Labor

group event, ScheduleSoft Tech ? Ed, on July 13th and 14th at Monona Terrace in Madison, WI.

ScheduleSoft Tech ? Ed will provide a unique opportunity for attendees to work closely with the ScheduleSoft Professional Services and Development teams and to collaborate with their industry peers.

At the event, users will:

- Receive a guided tour of the latest and greatest ScheduleSoft features,
- Meet with our product managers and developers to hear about future functionality and technology directions,
- And participate in small group sessions moderated by a ScheduleSoft business analyst and focused on a real-life case study.

By combining industry-specific best practices with the new features that are a part of the ScheduleSoft software, our users will be able to maximize the benefits their ScheduleSoft investment. This collaboration will also help to guide the development of future features and functionality in ScheduleSoft.

[Click here to download an invitation for the July ScheduleSoft TECH ? Ed event!](#)



## ScheduleSoft News and Comment

### Five Steps to Workforce Scheduling Automation Success

In the previous edition of the ScheduleSoft monthly newsletter, we discussed how employee morale and non-compliance with facility policies add significant cost to daily operations, and how automating labor scheduling rules and practices can help a facility to maintain its competitive advantage in the marketplace.

In this edition of the ScheduleSoft monthly

Scheduling for the success  
of Supply Chain  
Optimization & Lean  
Manufacturing Programs

For more information, call  
1.866.807.8090.



## Technical News

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

Client: 4.6.260  
Server Tool: 4.6.039  
Kiosk: 1.5.046  
EIS: 1.20.013

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](mailto:news@schedulesoft.com)



newsletter, we will discuss five advantages of systematizing and automating labor scheduling at the plant level, as well as how our labor scheduling systems can:

1. Accurately schedule straight time work according to complex rules and within the bounds of company and regulatory policies,
2. Provide a solution for scheduling and managing overtime in complex manufacturing environments,
3. Connect with ERP and timekeeping systems and integrate facility-critical data,
4. Produce robust reports detailing the actual cost of labor on the production floor,
5. And finally, facilitate employee engagement and participation in the scheduling process.

### **1. The right people, the right place, and the right product at the right cost**

At the plant level, front line managers ask one important question when considering how to allocate their human capital: which employees do I need to fill an order while keeping the overall production cost as low as possible? In principle, this strategy is the simplest method for ensuring that orders move through the plant to distribution centers quickly, efficiently, and at the lowest possible cost. In practice, however, accomplishing this goal on the production floor is far from a simple task. Creating a straight time schedule that reconciles the facility's production requirements with complex scheduling rules and employee qualifications is in itself both time consuming and prone to errors. More complicated still is actively capturing unexpected shutdowns and maintenance issues, product changeovers, and employee absences, each of which serves to complicate further the management of both labor and production. Since unexpected hindrances to production are often a rule of the production process, and not an exception, using an automated system to join production requirements with human capital requirements and resources is necessary to ensuring that the right people will be in the right places to produce the products at the right cost.

## **2. Equitability and compliance in the plant**

In manufacturing environments, favoritism, or the perception of favoritism, can negatively impact the efficacy with which employees complete their tasks on the production floor. Decreases in employee morale also correlate to higher levels of employee turnover, requiring a facility to supplement that loss with training dollars while also losing the advantage of having an optimally trained workforce. Automating the straight time labor scheduling process is the first ingredient to equitably managing human capital in a given facility. The second ingredient is ensuring that the assignment of overtime hours and pay is as equitable as possible while still complying with facility and government regulations. Systematizing and automating these processes together allows schedulers, supervisors, and front line managers make confident labor allocation decisions based on key scheduling data.

## **3. Systems integration for accurate, up-to-date scheduling data and visibility**

Maintaining data accuracy throughout the scheduling process represents a unique challenge for enterprise-level manufacturing environments. While many facilities know down to the ounce how much product they produce and down to the penny how much their raw materials cost, they have little to no real time visibility into employee qualifications or the discrepancies between scheduled and clocked hours. Integrating with ERP systems, many of which are themselves linked to human resource systems, enhances a facility's compliance with safety regulations and training initiatives. Comparing time and attendance data, which is a purely historical assessment of cost, with schedule data offers front line management the opportunity to mine for data in previously unmeasured areas of the facility.

## **4. Aggregating data to enact facility process change**

With a more accurate picture of labor cost and deployment provided by scheduling data, front line managers have the visibility required to challenge

conventional thinking on labor allocation and facilitate cost savings on the production floor. With the ability to forecast labor costs based on what-if scenarios, instead of historical data, managers can better anticipate how to most effectively respond to unplanned shutdowns. Planning for the dynamic situations on the production floor also provide a foundation for employee development opportunities, allowing the facility to prescriptively initiate training programs to accommodate forecasted changes in production. Aggregating these data touch points in a scheduling context thereby allows managers and supervisors to manage challenging situations rather than simply reacting to them.

### **5. Employee engagement in the scheduling process via employee self-service**

Automating the scheduling process offers employees the chance to engage with and participate in the labor management initiatives at the facility. Being able to view their schedule, volunteer for overtime, and sign for vacations and other leaves using a touch-activated kiosks allows employees to interact directly with the schedule. From a morale perspective, merging employee interactivity with a system for keeping track of employee generated records eliminates the chance that employee requests are lost or disregarded by their supervisors. From a management perspective, employee requests for vacation or volunteering data are consolidated and managed in a single location. Automating these processes facilitates an increase in data accuracy, and raises the expectations of accountability between the workforce and management to a previously unattainable level.

These five advantages show us how automating the workforce scheduling provides the kind of visibility and data aggregation necessary to enact cost savings in manufacturing environment. They also show us that for workforce scheduling software needs to be able to balance employee needs and wants with the production requirements a facility. "Workforce scheduling systems are not about commanding and controlling labor—they aren't not a command and control pieces," Gregory Flessas, founder and President of ScheduleSoft, said in a

thought leaders discussion with Dan Gilmore of Supply Chain Digest. “They’re really about support strategies such as lean manufacturing, tight supply chain execution timelines, and compliance.” Creating these support strategies and driving their success by systematizing and automating the workforce scheduling process allows facilities to adapt their human capital to consumer demand.

*To learn more about how ScheduleSoft can automate your labor scheduling, call our workforce scheduling professionals at 800-416-9006.*



## **ScheduleSoft Feature Highlight**

### **Schedule Publishing and Logging**

The visibility ScheduleSoft produces is due the flexibility users have when accessing and viewing workforce scheduling data. The ScheduleSoft main view, for example, provides a complete picture of past, current, and future assignments in accessible format. Looking to the future allows front line managers to anticipate rather than react to potential labor management issues and analyzing assignments in the past allows them to identify trends and behaviors of schedulers in specific situations. The current information reflects an up-to-date, on-the-floor view of labor allocation at the facility. It is the current information, however, that most rapidly changes as facility requirements change, and accurately capturing all of the changes made during a current scheduling period fast becomes a requirement in efficiently allocating labor.

With ScheduleSoft’s Schedule Publishing and Logging functionality, front line managers have the capability to track and document automatically any changes made to individual employee assignments using ScheduleSoft’s suite of problem solving tools. The records kept are snapshots of decisions made by supervisors and schedulers on the floor, and isolate how certain situations affect labor allocation

decisions on the production floor. This feature can also be set to prompt supervisors and schedulers with a text field requiring them to type a reason for making a change, allowing frontline managers a more direct method for determining the chain of decisions that led to a labor allocation action on the floor. Armed with this information, those managers can enact workforce scheduling process changes, enforce compliance with plant policies, and educate employees on how to make the right decisions in specific situations.

Visit [www.schedulesoft.com](http://www.schedulesoft.com) or call us at 800-416-9006 to request a demonstration and learn more about this and other ScheduleSoft features.

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

Gregory Flessas

