Data In Your Operations: Business Intelligence Leveraging Labor Management Data

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Introduction

• Through WMS, a Labor Management System (LMS) can access significant amounts of data. This data is traditionally used to manage productivity and utilization at the individual level.

• Today’s more robust Labor Management Systems also include sophisticated BI reporting capability.

• Today we will explore how WMS and LMS data can be used to give you a broader understanding of your business so that you can make operational improvements.
Typical WMS/LMS Data Points

Performance Data
- Customer ID
- Assignment ID
- Number of Lines, Units, etc.
- Assignment Duration
- Activity/Zone
- SKU Locations
- Equipment Type

Employee Data
- Name/ID
- Hourly Wage
- Home Activity/Zone
- Employment Dates
- FT/PT/Temp

Other Data
- SKU Categories
- Accountability Steps
- Incentive Pay
- Learning Curve Steps
- Quality Metrics
- Observations/Coaching
- Indirect Time
- Delay Time
Typical Performance Data

Performance

- Facility
- Activity/Zone
- Shift
- Supervisor
- Employee
Typical Performance Data

Utilization

- Facility
- Employee
- Shift
- Supervisor
Typical Performance Data

Total Performance
• Facility
• Employee
• Shift
• Supervisor
Typical Performance Data

Top Performers
• Facility
• Department
• Shift
• Activity
• Supervisor
• With Minimum Hours
• By Employee and Category
• Posted Electronically
Indirect Activities

- Indirect Percentage by Type and Time Frame
- Indirect Cost by Type and Time Frame

Indirect Types
- Cycle Count
- Returns
- Maintenance
Delay Activities

• Delay Percentage by Type and Time Frame
• Delay Cost by Type and Time Frame

Delay types
• Clean
• Spill
• Battery change
• Supervisor Interruption
• System Down
Delay Example

- 6-minute delay per day costs $80,000 annually
- 15-minute delay per day costs $200,000 annually

Based on 200 employees at $16.00 per hour and 250 work days per year
Employee Data and Analytics

- Turnover Percentage
- Turnover Percentage by Tenure Range
- Average Starting Wage
- Wage Trend vs. Turnover Percentage
Employee Data and Analytics

• Effective Wage Rate
Employee Data and Analytics

- Incentive Pay
Employee Data and Analytics

- Accuracy Level
- Safety Violations
- Absenteeism Percentage
- Number of Employees Assigned per Activity vs. Average Calculated Employees Required at Target
- Full Time Hours vs. Temp Hours – Total and Percentage
Other Data and Analytics

• LPH vs. Performance Against Standard Time
• Travel Time Percentage of Total Order Time
• Travel Distance Per Line
• Observations by Supervisor Comparison
• Percentage Pending Observations by Supervisor
• Program Savings
• Labor Forecasting
Other Data and Analytics

• Volumetric Data and Ratios
Other Data and Analytics

• Performance as a Result of Supervisor Observations
Conclusion

• Identify trends and make educated decisions by leveraging your labor management data with a business intelligence tool to increase operational effectiveness.
Q & A
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