



# Workforce Management Services

Building a performance-focused workforce entails alignment of people, processes and technology to create an environment in which high performance is designed into processes, taught to all workers through blended classroom and e-learning, built into expectations, monitored in real-time, and supported by observation, feedback and coaching. To accomplish this requires strategic process analysis and design, proven industrial engineering disciplines, and structured change management programs. Since most companies lack in-house expertise in these areas, RedPrairie's® Workforce Management Services organization is available to lead and/or support this effort to optimize workforce performance.

## KEY BENEFITS

- Best practice development ensures work will be performed in the most safe and efficient manner
- Engineered standards enable objective measurement of individual performance
- Fair and accurate benchmarks increase worker buy-in, morale and retention
- Multi-level, blended training programs instill best practice methodologies
- Change management engenders workforce acceptance and buy-in to the performance culture

## Services

RedPrairie's Workforce Management Services organization is dedicated to helping companies optimize the performance of their workforce. This is accomplished through RedPrairie's ATOM methodology, which includes strategic Assessment of facility needs, industrial engineering services for best practice based Transformation, optimization of workforce

performance through training, benchmarking, and change management, and transfer of Ownership of these performance programs to the customer, and ongoing Measurement of program results through milestone reporting. Specific services delivered include:

- **Performance Program Development** - Optimizing workforce performance entails a step by step program to create processes, skills and tools to transform operations into a performance focused environment. This involves:
  - > Development of preferred methods for performing each task to ensure work practices consistently produce optimal productivity, quality and safety results
  - > Creation of engineered standards to provide fair and accurate benchmarks for workforce accountability and potential work content-based incentives
  - > Multi-level training in the performance program using blended classroom and e-learning courses, including:
    - Training workers how to perform according to preferred methods
    - Training supervisors how to use observation management to coach improvement Training management how to use milestone reporting and planning tools for optimal workforce staffing and allocation
    - Training executives how to use metrics dashboards to evaluate workforce performance across enterprise units

- > Implementing change management programs tailored to the HR policies and environment of each facility to create worker buy-in and instill a performance culture
- **Modeling and Simulation** - RedPrairie has over 30 years of experience developing and modeling engineered methods and standards, and through this practice has accumulated a vast database of work patterns and standards which are employed in customer performance programs. This saves time and cost in program deployment, as well as ensuring standards developed are fair and accurate in all customer environments. Specific services provided in this area include:
  - > Training on development and maintenance of engineered standards specific to each customer facility
  - > Training on how to develop the most fair and accurate engineered standards using Master Standard Data or other small motion time studies
  - > Development of rapid deployment methodologies and roll-out plans
- **Incentive Programs and Time & Attendance** - Incentive programs can increase productivity 10-15% over what is already achieved through Workforce Management. At the same time, accurate tracking of time and attendance information is critical to monitoring direct / indirect time metrics that impact pay and incentive calculations. Properly defining attendance and incentive rules can spell the difference between programs that boost productivity while reducing administrative effort versus those where costs outweigh benefits. RedPrairie offers several services to help companies best profit from these programs, including:
  - > Development of incentive programs that factor in productivity, quality, safety and attendance for a total view of performance to improve throughput and service while reducing costs
  - > Coordinate operations and HR policies and precedents to define pay rules based on actual content of work performed for more fair and accurate pay
- > Define time and attendance rules for more accurate tracking and pay calculations with minimal administrative overhead
- **Slotting** - Proper slotting of pick faces based on item velocity, seasonality, promotions, ergonomics and related factors can significantly impact efficiency and costs. But the sheer number of variables and effort involved can lead to poor slotting plans or re-slotting costs greater than the benefits. RedPrairie offers experienced advice in this area to assist companies in:
  - > Slotting strategy development to define and rank key objectives and variables such as maximizing productivity, reducing replenishment time or costs, and building stable pallets
  - > Planning re-slotting implementation, including how and when to re-slot in order to maintain high services levels and minimize disruption to operations
- **Enterprise Scorecarding and Analysis** - If getting visibility to performance was difficult on the shop floor, it is an even bigger challenge across departments, facilities or business units. RedPrairie offers an automated solution for this and the services group can help make the best use of this capability by:
  - > Defining the metrics / milestones most pertinent for managing the customer's business
  - > Configuring executive dashboards and reports to provide the most relevant information in real-time to enable management to analyze operations across multiple facilities and business units for more timely and well-informed decision-making
- **Technical Services** - To facilitate the timely and accurate implementation of Workforce Management in customer environments, RedPrairie offers a wide range of technical services, including:
  - > Integration design and development to integrate data and workflows with customer ERP, legacy and other enterprise systems for efficient, accurate and trouble-free operations
  - > Customization of pay rules, reports, screens, dashboards and other user-specific interfaces

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## About RedPrairie

RedPrairie delivers productivity solutions to help companies around the world in three categories—inventory, transportation and workforce. RedPrairie provides these solutions to manufacturers, distributors and retailers looking to reduce cost, increase sales and create competitive advantage.

With over 20 global offices providing services to over 40,000 sites in 50 countries, companies trust RedPrairie inventory, workforce and transportation solutions to deliver an immediate increase in productivity—with the flexibility to adapt as business needs change.

At RedPrairie, we understand today's operational demands and we're committed to delivering solutions that work. We're committed to delivering solutions for the real world.