

# Critical Elements of WMS and Labor Implementations

Presented by:

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# Thank you for joining us today



Jeremy Hudson



Shannon Caflisch



# What Brought You Here Today?

How do I prepare my boss and my team?

How do I set an achievable timeline?

Who's right for the implementation team?

Do I need outside help?

How will I know if we're successful?



# Agenda

- Defining Success
- Expectations vs. Reality
- Setting and Achieving your Timeline
- Selecting the Right Team
- Change Management



# How will your project story end?

***ABC Company pauses taking new customers as inventory and supply chain issues mount***

---Letter from CEO---

"I'm reaching out to further update you on delays that some of you have experienced in receiving your orders over the last few weeks. The delays, [REDACTED] are due to unforeseen issues associated with a significant software transformation that we are executing in our fulfillment operation. Our technical team is working to fix these issues as quickly as possible. We expect this upgrade to be completed [REDACTED]

"[REDACTED]

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# How will your project story end?

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## ***ABC Company named best Supply Chain Project 2020***

March 10, 2021 - Atlanta, GA – ABC Company is excited to announce its achievement and award for Best Supply Chain project 2020. ABC Company has increased its productivity by 30% with implementation of both Warehouse and Labor Management software. ABC has also chosen to utilize state-of-the-art mobile hardware in its Alpharetta warehouse.



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# What's Your Definition of Success?

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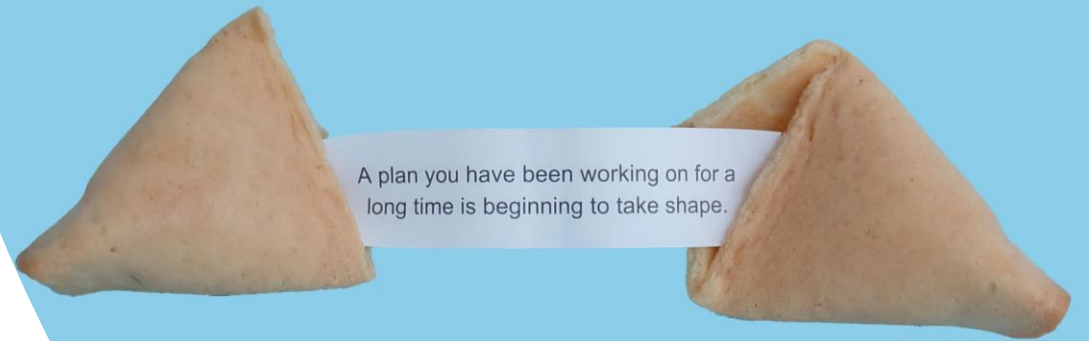
- {Quick activity}
- What is the impact of:
  - Unreachable goals?
  - Nebulous goals?
  - No set definition of success?



# Expectations Vs. Reality

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- Set ground rules
  - What do you have?
  - What do you need?
  - What are you willing to change?



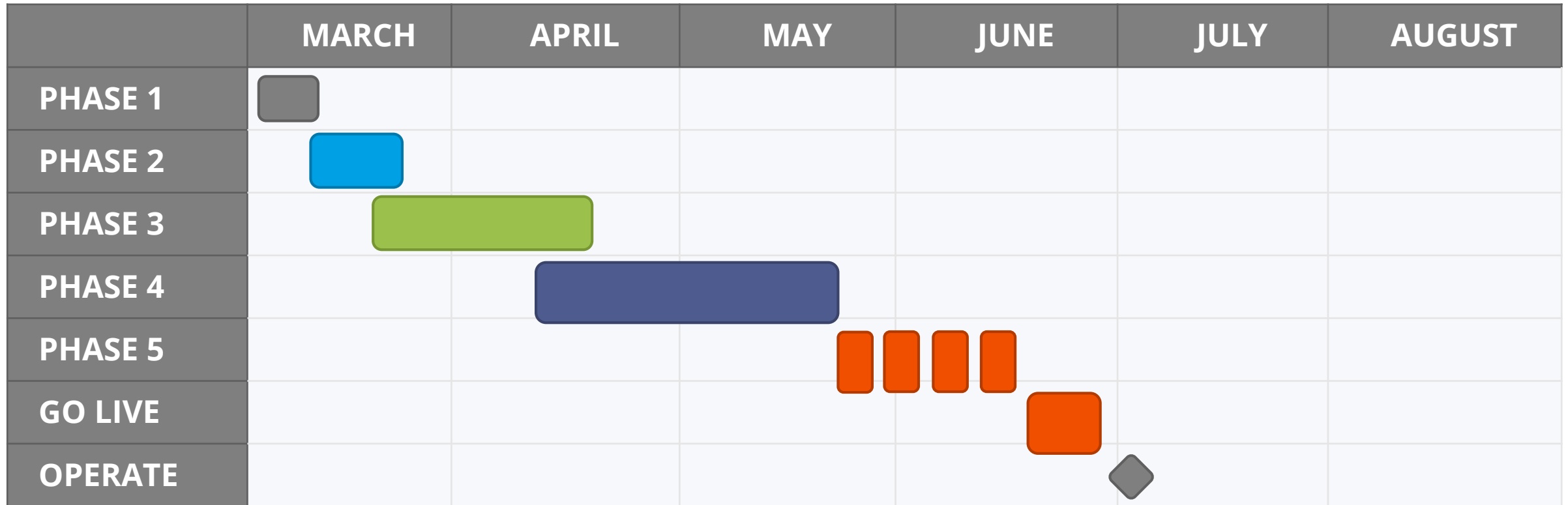
# Setting and Achieving Your Timeline

- Site preparedness
- Team
- Impact of customization



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# Setting and Achieving Your Timeline



# Selecting the Right Team

- Key players
  - Ringers vs. Rosters
  - Bandwidth
- Partners
- Post-Implementation
  - Optimization



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# Change Management

- Involve people early and often
- Hear | See | Use
- Integrated and continuous



- Awareness
- Safety & Productivity
- Retention



# Your Takeaways

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- Are you prepared to:
  - Define success?
  - Set expectations?
  - Select the right team members?
  - Set and achieve the proper timeline?
  - Handle change?



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*For more information:*

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