Data In Your Operations:
Business Intelligence Leveraging Labor Management Data

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MODEX 2020
GEORGIA WORLD CONGRESS CENTER
ATLANTA | MARCH 9-12
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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

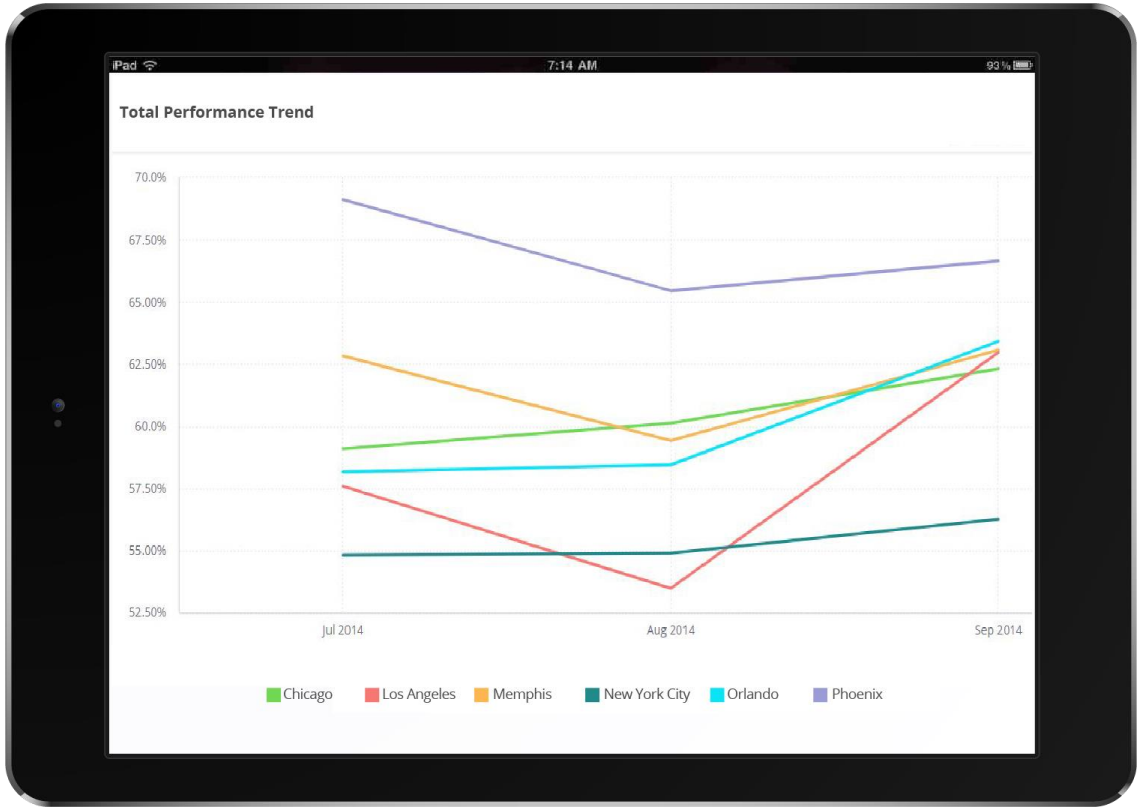
Utilization

- Facility
- Employee
- Shift
- Supervisor

Typical Performance Data

Total Performance

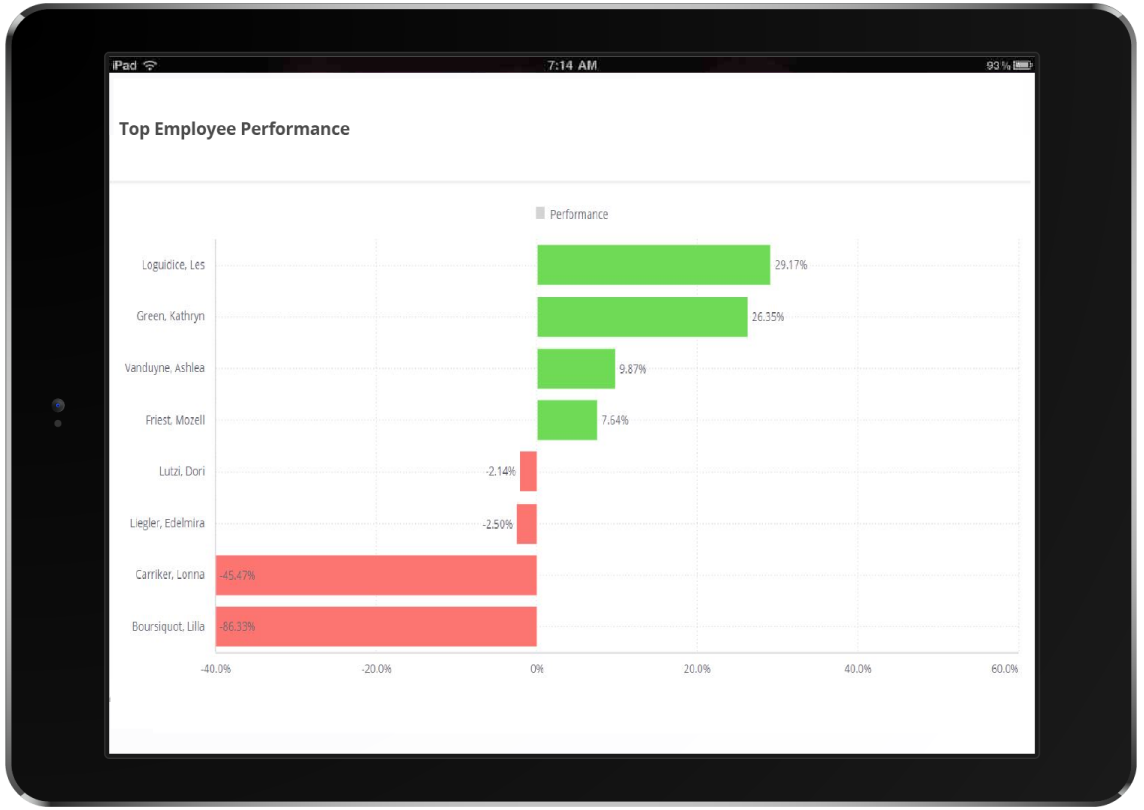
- Facility
- Employee
- Shift
- Supervisor



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

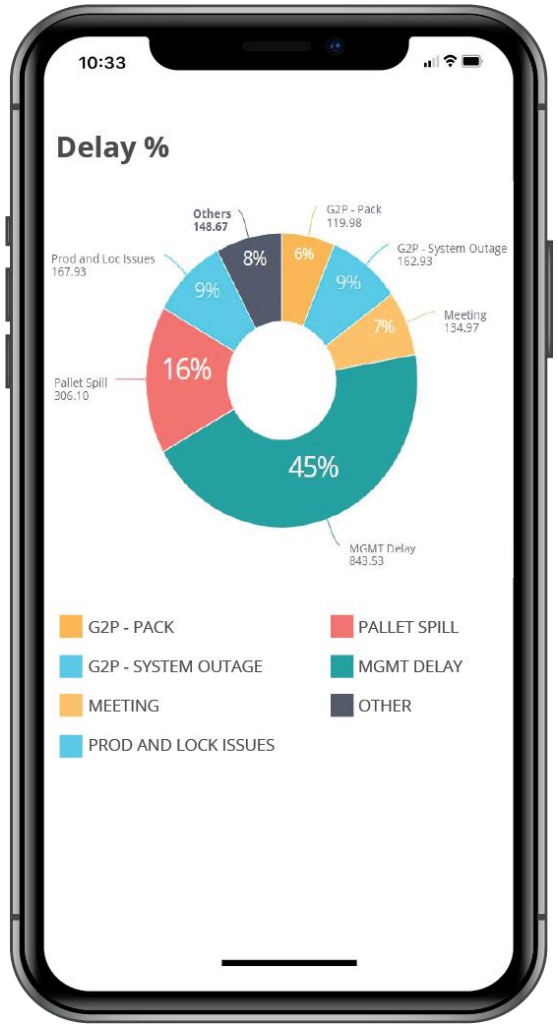
- Cycle Count
- Returns
- Maintenance

Delay Activities

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

Delay types

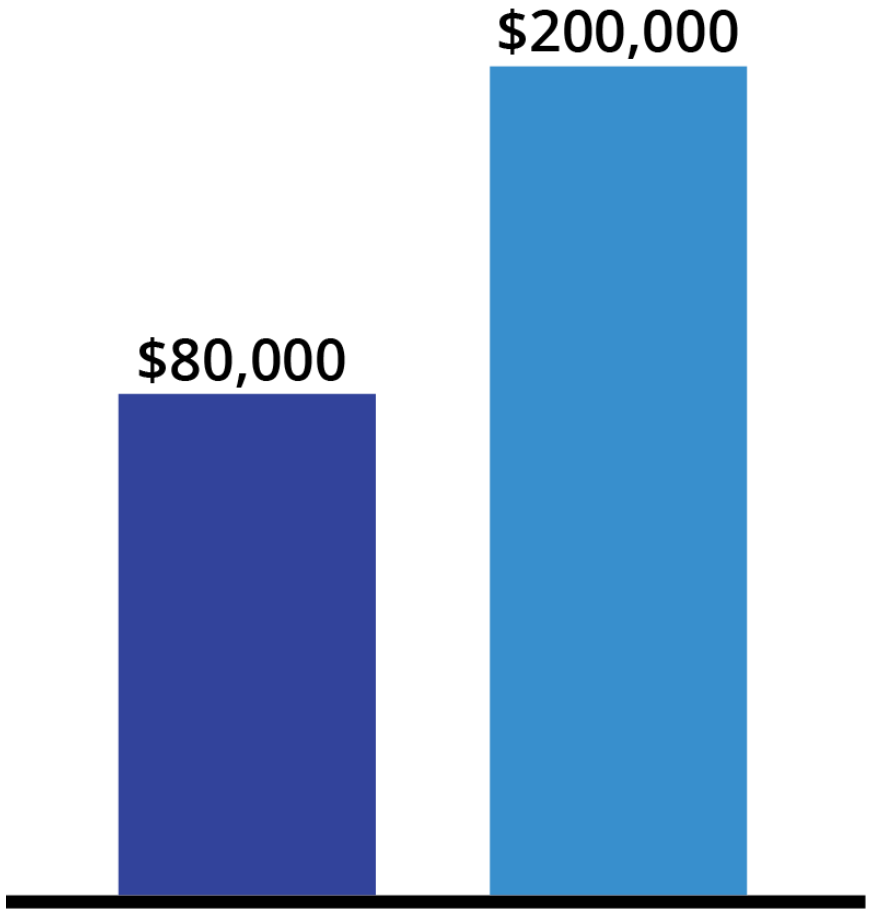
- Clean
- Spill
- Battery change
- Supervisor Interruption
- System Down



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

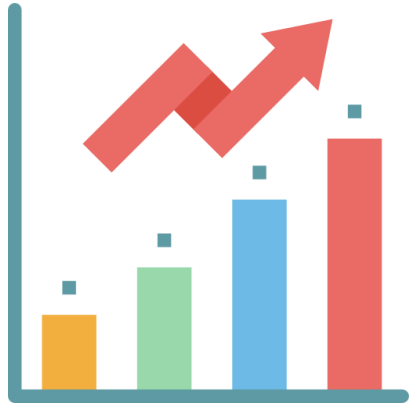
Employee Data and Analytics

- 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

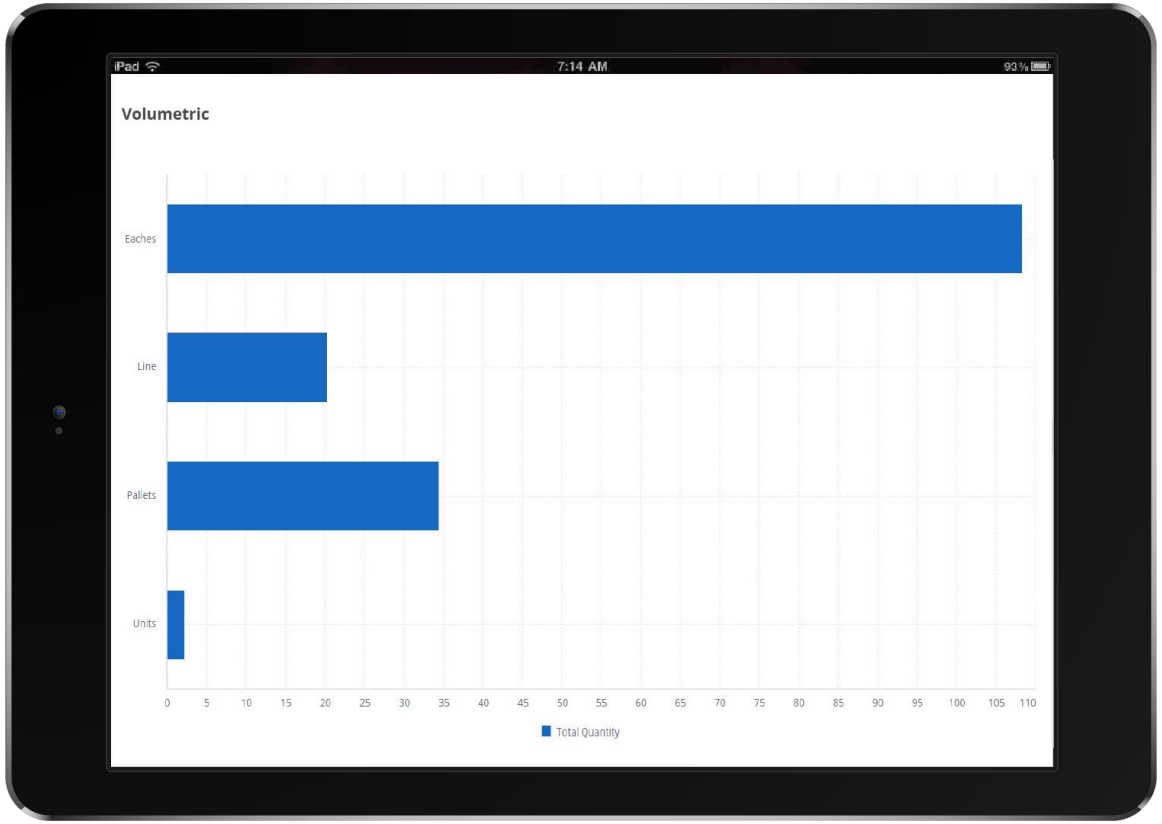
Other Data and Analytics



- 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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