



PROMAT®

2015

McCormick Place South | Chicago
March 23-26, 2015
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21st Century Labor Management

Sponsored by:

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supply chain **commerce** delivered™

Presented by:

Peter Schnorbach

Senior Director, Product Management

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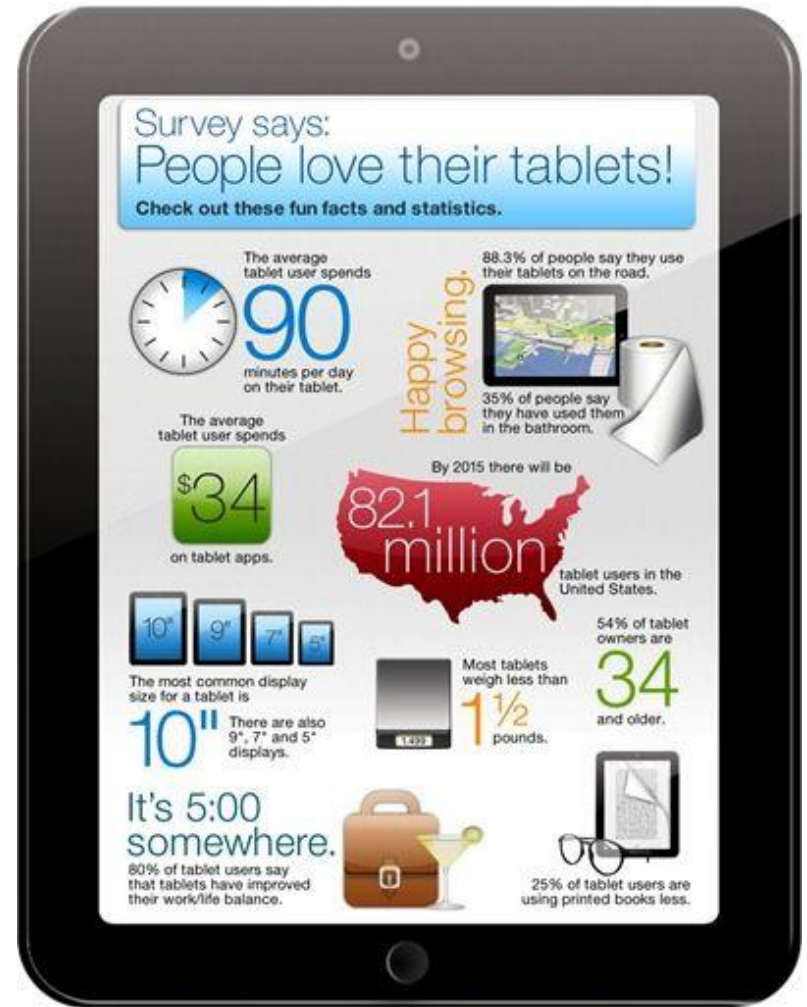


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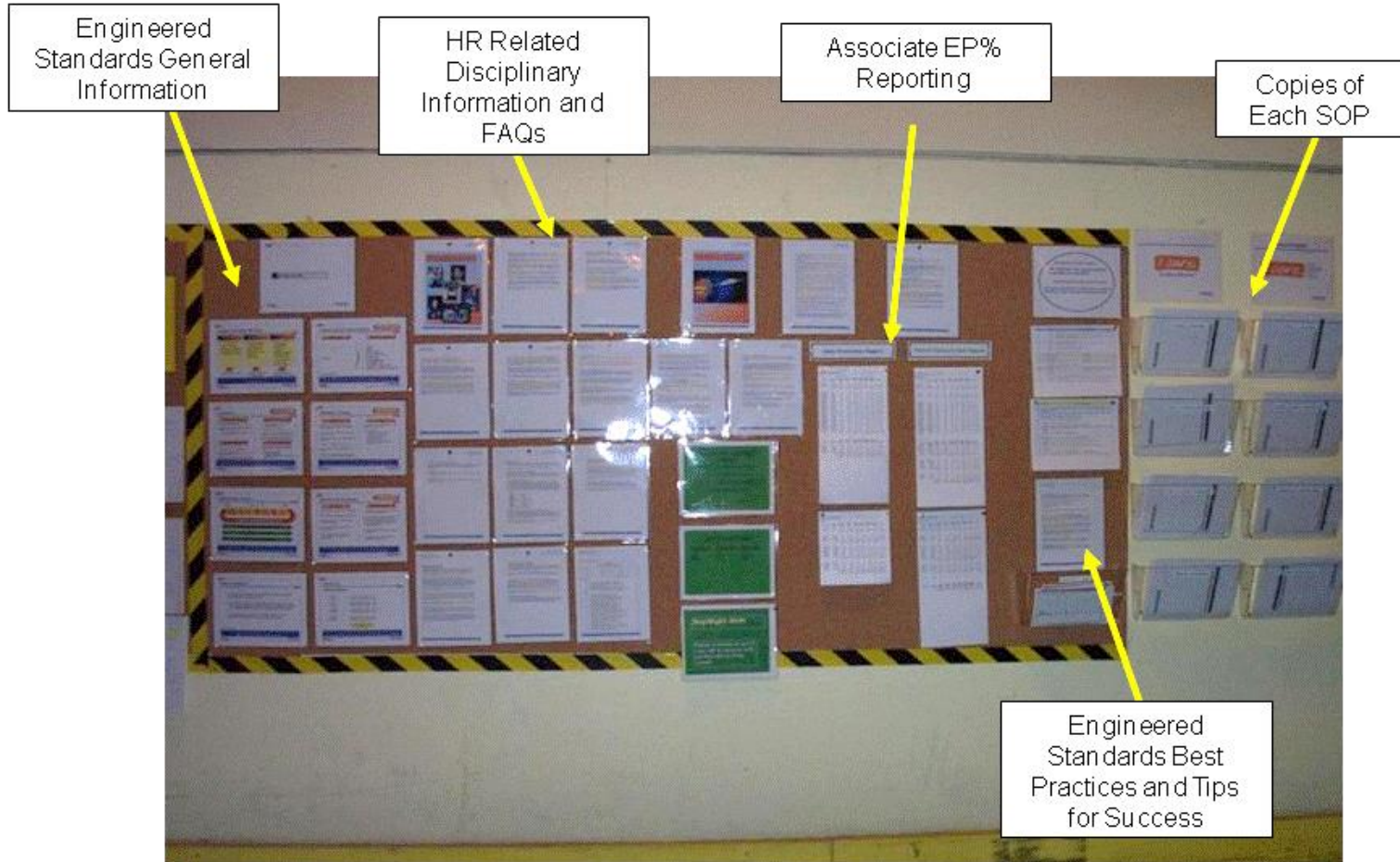
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NEXT.

Tablets are
here to stay!



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Engagement Techniques of the 20th Century



Engagement Techniques of the 21st Century

- Informational flow with minimum hardware or application restrictions
- Information available anywhere and anytime
- Integration of Quantitative and Qualitative information
- Gameification capabilities for engaging employees



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21st Century Labor Management

Intelligent

Identify and expose labor challenges and accomplishments

Collaborative

Real-time feedback, coaching and recognition

Personal

Information the way you want it when you want it

Mobile

Actionable Information available anytime anywhere

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Unbound: A study on mobility and the modern distribution manager

Survey Pool



Industry

10.3% 3PL

retail 53.8%

manufacturing 23.6%

wholesale 12.3%

Job Title

42.2% manager

executive 11.3%

director 23.3%

associate 23.3%

Organizational Function

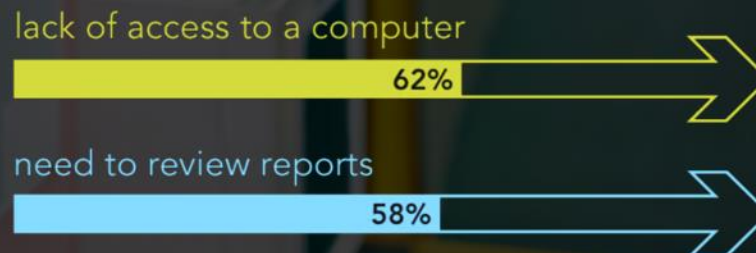
business systems/IT 40.8%


59.2% distribution/supply chain

Where do your managers spend most of their time?



And what keeps them away from the warehouse floor?





What drives employee engagement?

72%

recognition given for high performers

70%

individuals have a clear understanding of how their job contributes to strategy

70%

senior leadership continually updates and/or communicates strategy

69%

Business goals communicated company-wide and understood

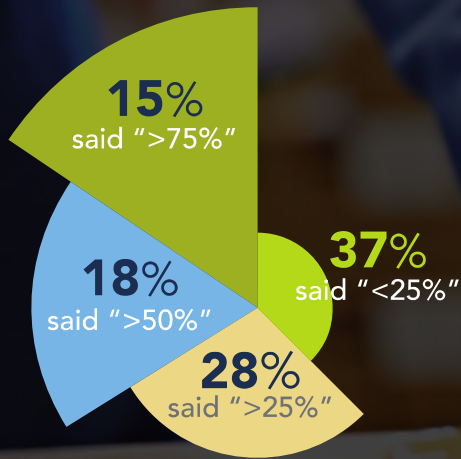
67%

Individual staff goals aligned with corporate goals

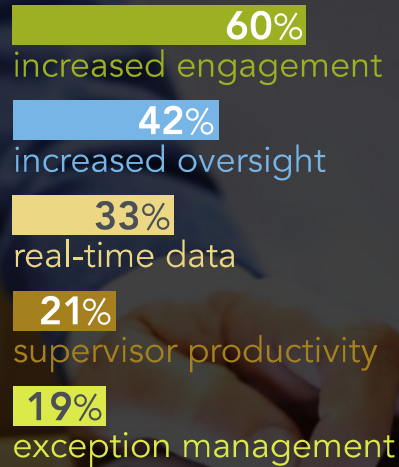
Source: Harvard Business Review Analytic Services, "The Impact of Employee Engagement on Performance," 2013

Adding mobile to the mix.

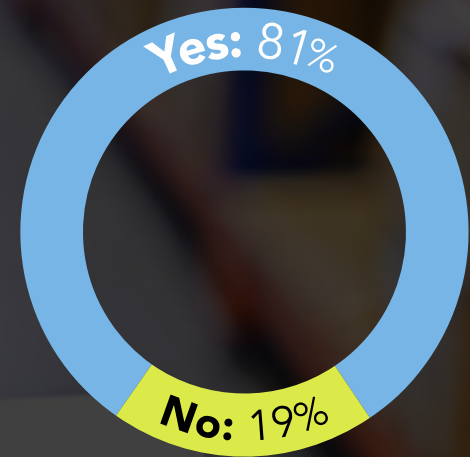
How much could a mobile solution increase manager floor time?



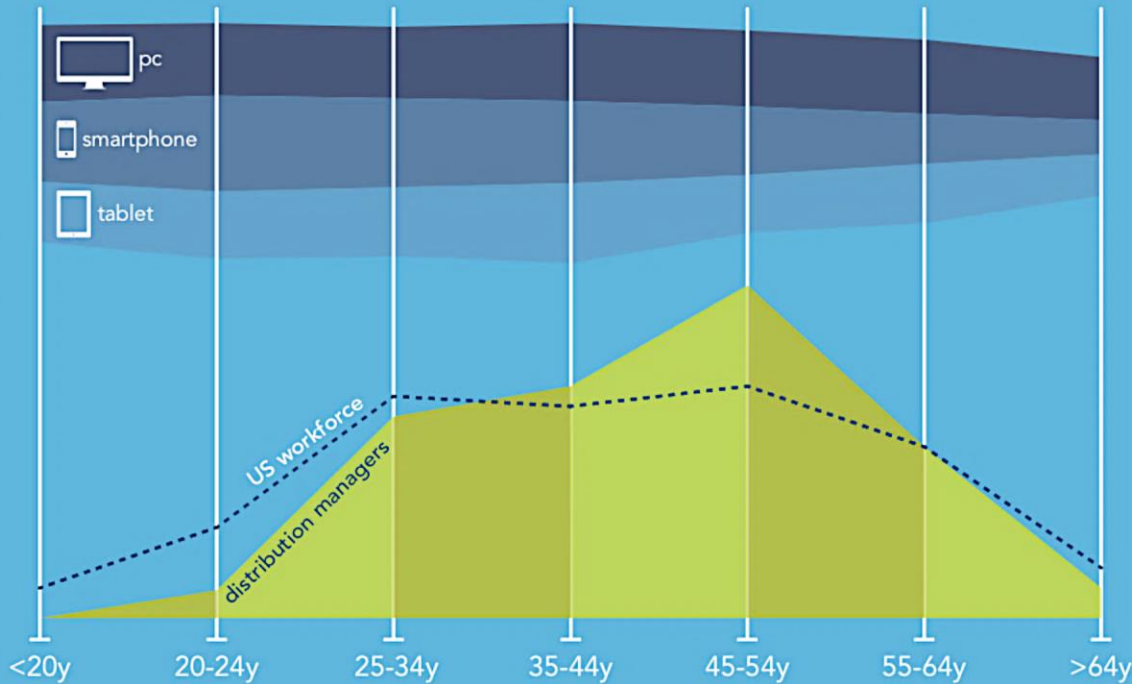
What are the top benefits of providing managers with mobile tools?



Do you currently use or have plans to deploy mobile solutions for managers?



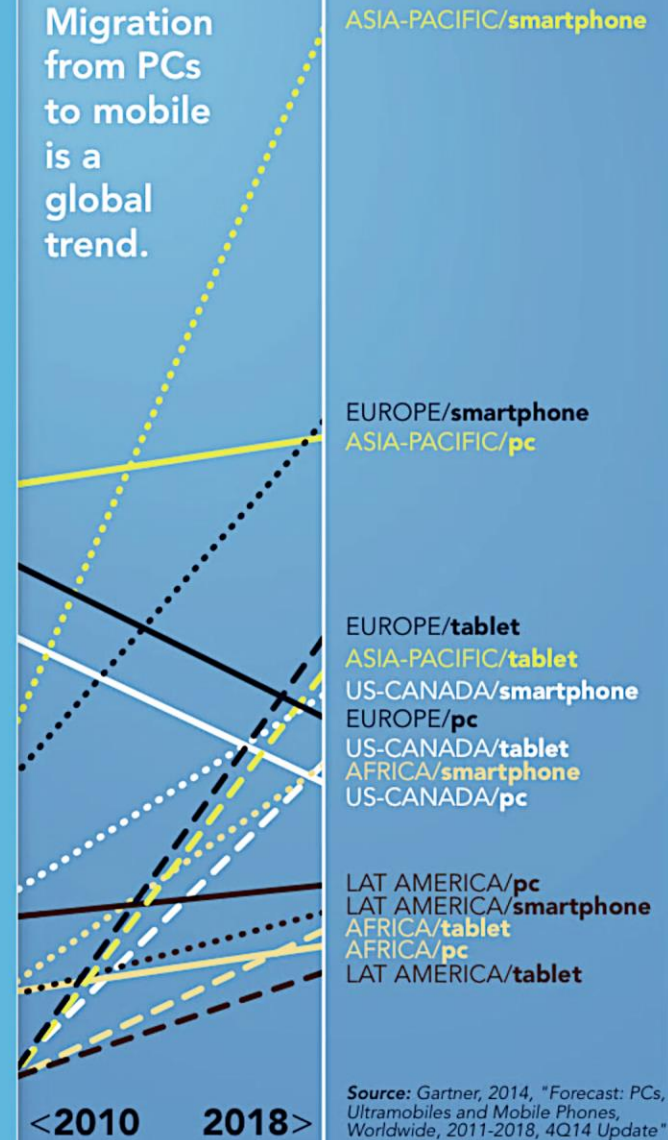
A rising tide lifts all managers.



Adoption of mobile devices is significant across all age groups.

Source: Pew Research Center, 2014, "January 2014 – E-reading and Gadgets Omnibus"; Bureau of Labor Statistics, 2013, "Employed persons by detailed occupation and age"

Migration from PCs to mobile is a global trend.



Source: Gartner, 2014, "Forecast: PCs, Ultramobiles and Mobile Phones, Worldwide, 2011-2018, 4Q14 Update"



What are the most desired functions in a mobile app?



What are the benefits of having configurable access to both passive and active capabilities?

"A single view of both work and productivity on the floor, where supervisors can correct actions."

"The ability to provide instant feedback to employees about performance and exceptions."

"Supervisor productivity, increased throughput, better service."

"Better workload leveling (where to shift team members); better understanding of carton flow."

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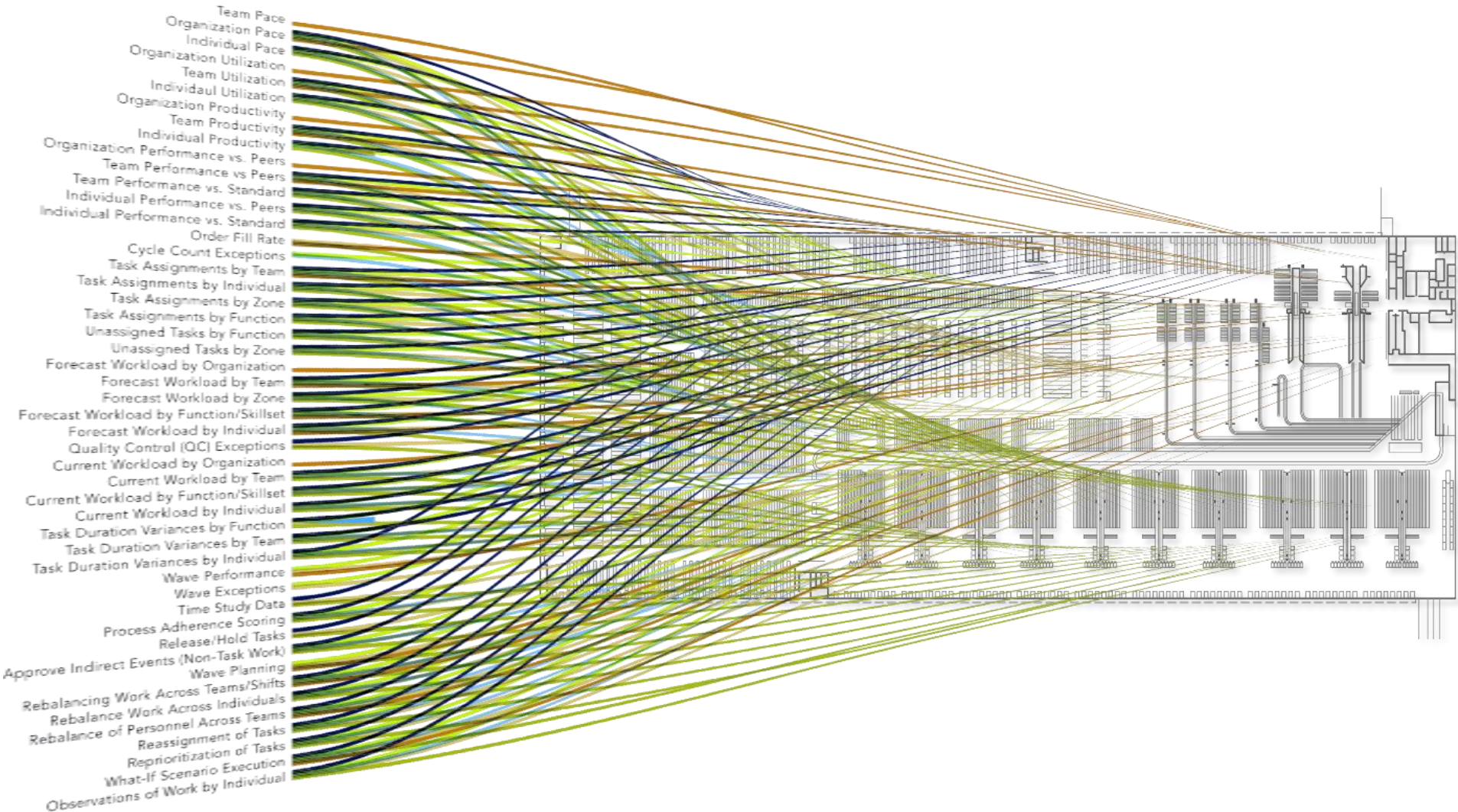


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Mobility opens up new interactions across the warehouse floor



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Passive & active capabilities across the management hierarchy



DC General Manager



Senior Manager



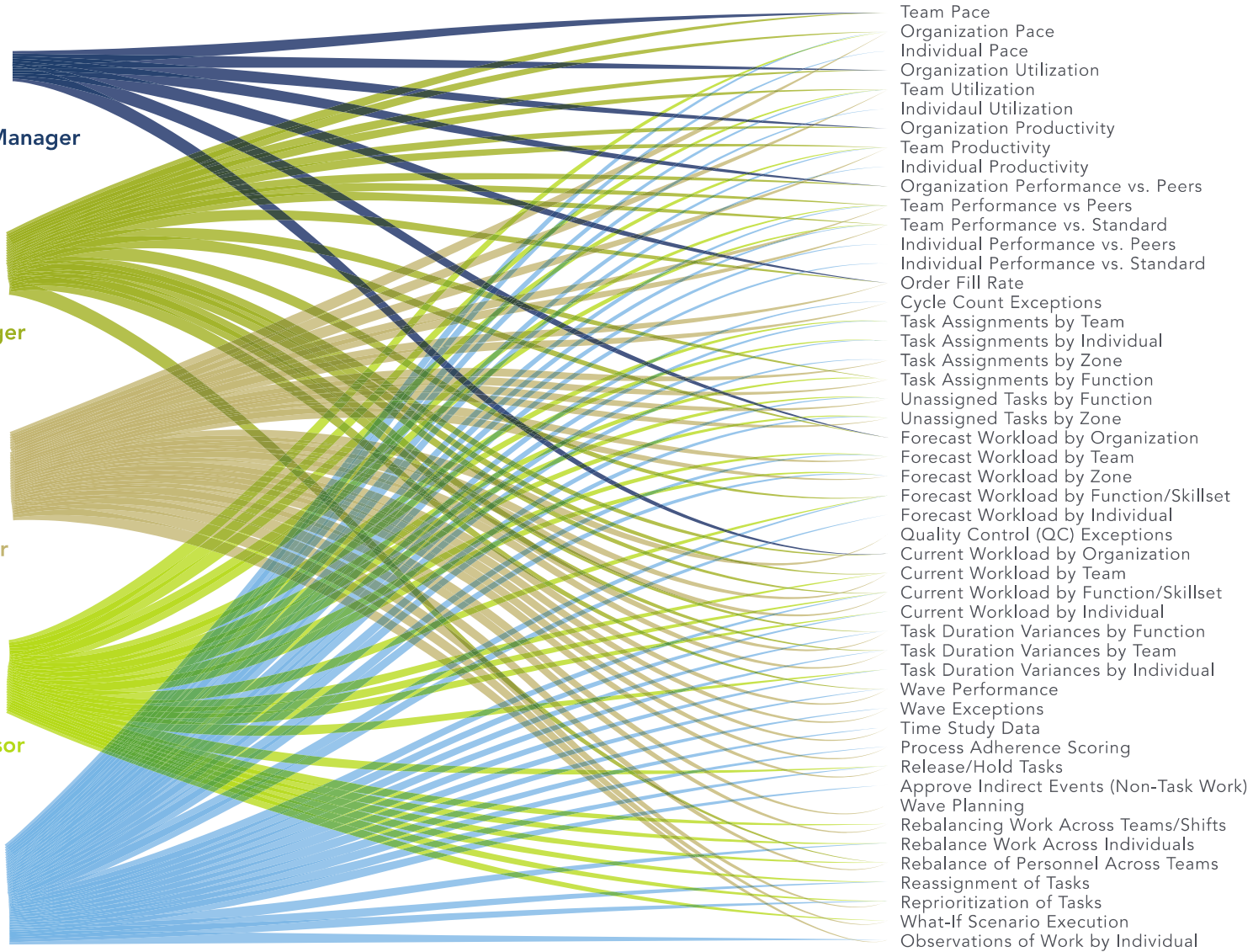
Area Manager



Shift Supervisor



Team Lead



Passive

Active

- Team Pace
- Organization Pace
- Individual Pace
- Organization Utilization
- Team Utilization
- Individual Utilization
- Organization Productivity
- Team Productivity
- Individual Productivity
- Organization Performance vs. Peers
- Team Performance vs Peers
- Team Performance vs. Standard
- Individual Performance vs. Peers
- Individual Performance vs. Standard
- Order Fill Rate
- Cycle Count Exceptions
- Task Assignments by Team
- Task Assignments by Individual
- Task Assignments by Zone
- Task Assignments by Function
- Unassigned Tasks by Function
- Unassigned Tasks by Zone
- Forecast Workload by Organization
- Forecast Workload by Team
- Forecast Workload by Zone
- Forecast Workload by Function/Skillset
- Forecast Workload by Individual
- Quality Control (QC) Exceptions
- Current Workload by Organization
- Current Workload by Team
- Current Workload by Function/Skillset
- Current Workload by Individual
- Task Duration Variances by Function
- Task Duration Variances by Team
- Task Duration Variances by Individual
- Wave Performance
- Wave Exceptions
- Time Study Data
- Process Adherence Scoring
- Release/Hold Tasks
- Approve Indirect Events (Non-Task Work)
- Wave Planning
- Rebalancing Work Across Teams/Shifts
- Rebalance Work Across Individuals
- Rebalance of Personnel Across Teams
- Reassignment of Tasks
- Reprioritization of Tasks
- What-If Scenario Execution
- Observations of Work by Individual

Labor Mobile – What are the Possibilities?

- Active and passive functionality
- Coaching, process control and scorecards
- Gamification capabilities for engaging employees
- By leveraging the native capabilities we are becoming social



The screenshots illustrate the Labor Mobile application's capabilities. The top screenshot shows a 'Dashboard' for a Labor Supervisor (SWYRICK) with a 'Performance by Job Function' bar chart and a 'Bottom 5 Performers' table. The middle screenshot shows an 'Employee Management' screen listing employees with their performance metrics (Performance, Utilization, Quality, Throughput) and status. The bottom screenshot shows a detailed 'Employee Performance' view for a specific employee (SERVIN, LUCY) on a specific date (06/19/2014), including a bar chart of activity and a table of transactions.

Employee	EP%
REYES, ADAM	25.4
HAM, DANNY	26
CRAIG, JOSHUA	45.38
SOON, CLARE	45.57
RUN, SADI	49.34

Employee	Supervisor	Job Function	Performance	Utilization	Quality	Throughput
HERNANDEZ, OPAL	WYRICK, SAM	NON CNVYD P	94%	66%	100%	169
SERVIN, LUCY	WYRICK, SAM	NON CNVYD P	92%	56%	100%	159

Activity	Type	TT	SAM	PAM	EP%	Qty	Adj.
JFCLEANUP	SIL	5	0	0	0	0	0
JFSTRITUP	SIL	3.03	0	0	0	0	0
LDONSDOCK	OSDL	56.58	30.9	30.9	54.61	746	0

Labor Advanced Functionality

Forecast Result Details

Day	Forecast Date	Shift	Job Function	Process Zone	Projected Hours	Projected Head Count	Actual FT Emps	Absence Yes	OT Hrs per FT Emp	FT EP%	Actual Temp Emps	Hrs per Temp Emp	OT Hrs per Temp Emp	Temp EP%	Headcount Balance	Headcount Balance
Monday	12/14/09	A	CARTON FLOW	No Zone	8.59	1.16	1.19	7.50	0.00	0.00	100.00	0.00	0.00	100.00	0.82	0.82
			Job-Func Totals		8.59	1.16	1.19	0.00	0.00	0.00	0.00	0.00	0.00	100.00	0.82	0.82
			NON CONVEYED PICK	No Zone	437.42	58.32	58.30	7.50	0.00	0.00	100.00	0.00	0.00	100.00	0.86	0.86
			Job-Func Totals		437.42	58.32	58.30	0.00	0.00	0.00	0.00	0.00	0.00	100.00	0.86	0.86
			REPLENISHMENT	No Zone	223.92	29.74	30.24	7.50	0.00	0.00	100.00	0.00	0.00	100.00	0.50	0.50
			Job-Func Totals		223.92	29.74	30.24	0.00	0.00	0.00	0.00	0.00	0.00	100.00	0.50	0.50
			SHIPING	No Zone	105.33	14.04	14.28	7.50	0.00	0.00	100.00	0.00	0.00	100.00	0.24	0.24
			Job-Func Totals		105.33	14.04	14.28	0.00	0.00	0.00	0.00	0.00	0.00	100.00	0.24	0.24
			Shift Totals		774.46	103.26	105.00	0.00	0.00	0.00	0.00	0.00	0.00	100.00	1.74	1.74
			Date Totals		774.46	103.26	105.00	0.00	0.00	0.00	0.00	0.00	0.00	100.00	1.74	1.74
Tuesday	12/15/09	A	CARTON FLOW	No Zone	10.40	1.30	1.48	8.00	0.00	0.00	100.00	0.00	0.00	100.00	0.93	0.93
			Job-Func Totals		10.40	1.30	1.48	0.00	0.00	0.00	0.00	0.00	0.00	100.00	0.93	0.93
			NON CONVEYED PICK	No Zone	432.02	54.00	61.64	8.00	0.00	0.00	100.00	0.00	0.00	100.00	0.80	0.80
			Job-Func Totals		432.02	54.00	61.64	0.00	0.00	0.00	0.00	0.00	0.00	100.00	0.80	0.80
			REPLENISHMENT	No Zone	201.86	25.23	28.80	8.00	0.00	0.00	100.00	0.00	0.00	100.00	0.80	0.80
			Job-Func Totals		201.86	25.23	28.80	0.00	0.00	0.00	0.00	0.00	0.00	100.00	0.80	0.80
			SHIPING	No Zone	98.67	12.33	14.08	8.00	0.00	0.00	100.00	0.00	0.00	100.00	0.50	0.50
			Job-Func Totals		98.67	12.33	14.08	0.00	0.00	0.00	0.00	0.00	0.00	100.00	0.50	0.50
			Shift Totals		742.95	92.86	106.00	0.00	0.00	0.00	0.00	0.00	0.00	100.00	0.80	0.80
			Date Totals		742.95	92.86	106.00	0.00	0.00	0.00	0.00	0.00	0.00	100.00	0.80	0.80
Wednesday	12/16/09	A	CARTON FLOW	No Zone	11.84	1.48	1.29	8.00	0.00	0.00	100.00	0.00	0.00	100.00	0.93	0.93
			Job-Func Totals		11.84	1.48	1.29	0.00	0.00	0.00	0.00	0.00	0.00	100.00	0.93	0.93
			NON CONVEYED PICK	No Zone	565.12	70.84	61.36	8.00	0.00	0.00	100.00	0.00	0.00	100.00	0.80	0.80
			Job-Func Totals		565.12	70.84	61.36	0.00	0.00	0.00	0.00	0.00	0.00	100.00	0.80	0.80
			REPLENISHMENT	No Zone	266.86	33.33	28.90	8.00	0.00	0.00	100.00	0.00	0.00	100.00	0.80	0.80
			Job-Func Totals		266.86	33.33	28.90	0.00	0.00	0.00	0.00	0.00	0.00	100.00	0.80	0.80
			Shift Totals		205.95	31.71	29.00	0.00	0.00	0.00	0.00	0.00	0.00	100.00	0.80	0.80
			Date Totals		205.95	31.71	29.00	0.00	0.00	0.00	0.00	0.00	0.00	100.00	0.80	0.80

Forecast Workspace

Manhattan Associates

Choose Supervisor & Employee Information...

Warehouse: LM
Supervisor: LMUSER
Employee: AUTHSUPI

Choose Metric Horizon... 3 Month

Performance	Utilization	Quality	Throughput
84% ▲	100% ▲	100 ▼	250 ▲
Absence Hours	Observations	Trady Occurance	Reprocess Errors
25,200	48	420	0

Supervisor: LMUSER, LMUSER Supervisor: RRAJEEV, RRAJEEV
Job Function: ENHUF1 Job Function: ENHUF1
Department: ENHDPT Department: ENHDPT
Effective Date: Nov 30, 2013 Effective Date: Nov 30, 2013
Performance Goal: 100 Performance Goal: 100
Pay Scale: *NA* Pay Scale: *NA*
Labor Cost Rate: 0 Labor Cost Rate: 0

Performance: 120, 100, 80 (Week 11, Week 12, Week 9)

Utilization: 350, 250 (Week 11, Week 12)

Advanced Reporting

Simulation Workspace - Sim 413-410

Activity Details

Activity: REPLENISHMENT
Job Function: REPLENISHMENT
Change Type: Modified
Measurement Period: From: Apr 2, 2014 To: Apr 3, 2014

Simulation Activity

Adjust Process Time to Predict Throughput

Metric	Current	Expected	% Settings	Value 0	Percentage 0	Allocation %
Standard Time	22.28	23.87				
Initial Time	53.05	48.02				
Travel Time	35.11	33.21				
Labor Cost	273.63	253.87	15.28			
Labor Rate	63.29	53.29		22.28		
Employee Performance				43.85		
Emps						
Emps per Employee	7	7	0.00			
Emps per Employee	8	8	0.00			
Throughput	1132	1132	0			
Total Units	1132	1132				

Simulation

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