

# SCHEDULESOFT NEWS

May 2010

SHIFT SCHEDULING TRANSFORMED

ScheduleSoft is the leading provider of optimized workforce scheduling software for complex labor and production environments. Our systems are unique in their ability to allow for rules configuration through setting parameters rather than costly customization. We hope you find our monthly insights useful in your day-to-day operations management, and encourage you to forward to your colleagues.



## ScheduleSoft News and Comment

### The *True* Cost of Labor

Last month's newsletter discussed labor resource allocation at the plant level as an area of significant cost savings, how those cost savings can be achieved by the visibility and flexibility of an automated scheduling system, and that, once scheduling becomes automated, human capital can become a tactical asset to the successful movement of goods to consumers through the supply chain.

In this edition of the ScheduleSoft monthly newsletter, we will discuss how:

- Employee morale and non-compliance, which

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## New Features

- Security Setting: Local View Administrator for Unit Administrators

- Schedule Editor: Displays details for assignments in external departments

- Multi-Demand Reassignment: Displays employees assigned to Leaves

- One-Demand Reassignment: Volunteer information is a sorting option

- Reassignment Tools: Functionality to save and configure predefined profiles

- Kiosk: Functionality to display shifts/posts/leaves in color

- Day View Editor: Employee search functionality

- are traditionally unmeasured metrics, add quantifiable cost to daily operations,
- Non-compliance with plant policies, turnover, and the cost of lost labor are all components of the *true* cost of labor,
  - True labor costs erode a plant's competitive advantage in the marketplace,
  - And, finally, how schedule automation can improve employee morale, while isolating and decreasing the true cost of labor at the plant level.

In striving to create production environments that best facilitate the movement of raw materials and products through the supply chain, manufacturing leaders have created and implemented systems and policies that aggregate mass quantities of data on performance and output at the plant level. This data, in turn, provides facility managers with the information required to make key tactical decisions on the production floor. At the employee level, however, there are factors employers find difficult to quantify—such as employee morale—or factors that are difficult to measure at a systemic level—such as employee compliance to plant policies—that result in major costs to any production facility.

The culture of a given manufacturing environment is determined by policies enacted on the production floor, and is manifest in the general employee satisfaction with those policies. Since employee buy-in is essential to the success of plant-wide initiatives, maintaining positive employee morale is a key component to creating and cultivating cost savings policies.

With employee morale linked to successfully implementing cost savings measures at the plant level, identifying and controlling practices that lower employee morale becomes imperative to ensuring that plant-wide initiatives create real dollar savings. In the host of factors that can decrease employee morale, shift scheduling practices, designed to be impartial and equitable to the workforce, can often be the source of employee discord if employees perceive implementation is not equitable. Perceived favoritism on the production floor, the inequitable assignment of overtime hours, and the notion that established scheduling policies are not being

For more information, call  
1.866.807.8090.



## Technical News

The current version of our products as of this newsletter are listed below:

Client: 4.6.256  
Server Tool: 4.6.039  
Kiosk: 1.5.043  
EIS: 1.20.012

If you have any questions about your current version(s), please contact Technical Support at 1.866.807.8090.

[Software Update](#)



## Suggestions

How do you like the newsletter?  
We'd love to hear from you by participating in the below survey. Your feedback can help shape the content for future newsletters.

Contact Us:  
[news@schedulesoft.com](mailto:news@schedulesoft.com)



enforced all have a negative effect on the overall morale of the workforce.

Low employee morale thereby decreases the chance that employees will adopt and effectuate policies designed to promote cost savings at the plant level. Low employee morale often increases employee turnover, resulting in on-going new employee training and increased production costs. When we attach employee compliance to the success or failure of policies in the plant, we not only discover that morale and non-compliance should be included in the *true cost* of labor, but also that this cost has a measurable business impact.

When employee compliance with plant policies—of which labor scheduling is a part—and cost savings initiatives fall prey to low morale, sustained, efficient production and timely distribution of consumable goods into the supply chain is jeopardized. Expanding our vision to this level shows that failing to adhere to a policy as simple as maintaining employee seniority order in the scheduling process directly increases the cost of a particular product to consumers.

The solution to managing situations in which scheduling inequities result in low morale is to introduce higher level of control and visibility into the labor scheduling process. The rules by which employees are scheduled at many facilities follow an algorithmic workflow. This means they may be automated, tracked and documented by software.

Consistently assigning employees to positions according to established rules—whether they originate from the strict parameters of a collective bargaining agreement or by common facility scheduling practices—ensures that employees are treated equitably, insulating them from the effects of favoritism on the workforce. Additionally, the visibility into current scheduling practices that is possible via schedule automation and tracking allows facility managers to identify points of inequity within those practices and address them before they create more systemic issues. In short, the capability of capturing and controlling the *true* costs of labor ultimately allows manufacturing facilities to truly maximize their

competitive advantage in the marketplace.

*To learn how ScheduleSoft solutions administer rules and provide supporting documentation, decreasing employee grievances and enhancing employee morale, contact a labor scheduling expert at 800-416-9006 today.*



## Feature Highlight

### Vacation Planning

With the summer months approaching, many schedulers and plant administrators are thinking about how to plan tactically for vacation absences. In many manufacturing environments, vacation planning is an annual event, during which employees turn in a large volume of paper forms detailing their vacation requests for the upcoming year. This approach gives employees the flexibility to plan their getaways, while also helping to ensure that they are taking their allotted amounts of vacation days. It also, due to the sheer volume of requests, creates a system that is inherently cumbersome and difficult to audit.

As a part of its core functionality, ScheduleSoft features robust vacation administration and planning utilities, which help to improve the efficiency of long-term vacation planning and the accuracy of individual vacation assignments. Using ScheduleSoft's Administrative Services tools, schedulers and supervisors can process and assign vacation while also keeping a live total of the vacation hours being decremented. After vacation requests have been processed, the tools in Administrative Services also enable schedulers to view those requests based on different date variables and to allow or deny those requests. Once a request is accepted, the vacation assignment is automatically input for the specified time into the ScheduleSoft Main View. From request to assignment, ScheduleSoft streamlines the vacation planning process, and ensures its accuracy.

In addition to the Administrative Services tools, the ScheduleSoft Employee Self Service Kiosk interfaces

with the ScheduleSoft vacation planning features. With Employee Self Service, employees can enter their vacation requests via a touch screen kiosk within a pre-defined date range. These requests are then populated in the Administrative Services tools, offering facilities the opportunity to eliminate the chance of losing a particular employee's vacation request. The end result combines the streamlined interface for planning long-term vacations with the interactivity of the Employee Self-Service Kiosk, creating a vacation planning process that minimizes errors and improves employee morale.

*To request a demonstration of this and other ScheduleSoft features visit [www.schedulesoft.com](http://www.schedulesoft.com) or call us at 800-416-9006.*



## ScheduleSoft Event

### Announcing the ScheduleSoft User Group Meeting

When: July 13 – July 14, 2010  
Where: Madison, WI

At ScheduleSoft, building collaborative partnerships with our users is paramount to achieving consistent and measurable success at each facility with which we work. As part of our commitment to supporting our users through go-live and beyond, we will be holding a **User Group Meeting** on July 13th and July 14th at Monona Terrace, Madison, WI. Monona Terrace convention center is located on the shore of beautiful Lake Monona in downtown Madison, just two blocks from the Wisconsin State Capitol building.

The event begins on Tuesday, July 13 at 6PM with a social hour and the opportunity to network with your peers and ScheduleSoft staff. The User Group Meeting on Wednesday, July 14, kicks off with a continental breakfast at 8:00AM. Formal presentations by ScheduleSoft staff with breakout discussions follow throughout the day.

The meeting provides an opportunity for

ScheduleSoft users and those considering ScheduleSoft to:

- Augment their existing knowledge of the ScheduleSoft application,
- Share best practices,
- Advocate for new software features,
- Receive one-on-one time to collaborate with ScheduleSoft developers and project managers,
- And learn tips on developing, monitoring, and evaluating ROI criteria.

The July User Group Meeting will allow our users to work personally with ScheduleSoft resources, providing tips for using existing ScheduleSoft tools and the opportunity to learn about what's in development, while providing a forum to contribute to future software features. Attendees will have the opportunity to collaborate with their peers to exchange best workforce scheduling practices.

We invite you to join us and your peers in building the next generation of complex workforce scheduling solutions.

Click [here](#) to learn more about this event and register.

***See you in Madison July 13!***

ScheduleSoft, the leading provider in demand-driven scheduling products, business solutions, and services

Gregory Flessas

