

Luminate Logistics

# Labor Management

Onboard, Engage and Retain Your Warehouse Workforce

## Business context

With labor shortages, high turnover and rising wages, businesses need to build a culture that encourages employee engagement and retention. While many facilities are turning to automation, robotics, and IoT technologies, the workforce offers the greatest potential to enhance overall performance. Advanced labor management reduces onboarding time, drives employee engagement, and improves retention, while enhancing productivity, customer service, and business results. Unlock your workforce potential!

## Solution description

Blue Yonder Labor Management delivers comprehensive capabilities that benefit all levels of the organization through granular visibility and deeper understanding of workforce productivity. The highly-scalable solution is leveraged by some of the largest organizations in the world. It guides organizations to define best practices and performance expectations, track warehouse activities to enhance employee accountability and engagement, and empower supervisors to effectively mentor their teams. Through dashboards and alerts, Labor Management enables management to be always aware of how operations are running and when opportunities are arising. Supervisors can address issues during the day through observations and coaching sessions. Standard

## Real results

Increased employee engagement by

**35%**

Increase productivity by

**20%**

Decreased labor expense by

**35%**

Reduce turnover by

**50%**

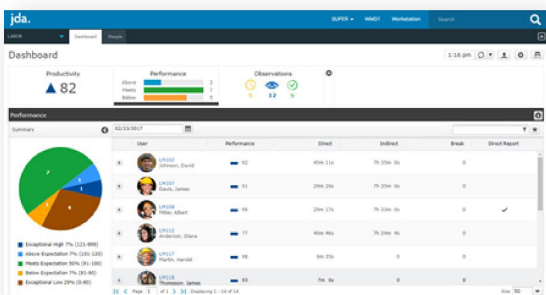
## Key features

- **Performance-Based transformation**

Move from the traditional “carrot and stick” mentality to a system and processes focused on maximizing performance and customer service.

- **Integrated Labor Management and Workforce Scheduling**

Accurately forecast long-term workforce requirements based on both historical data and work content, as well as effectively schedule each week/day/hour based on demand, events, types of automation and associate preferences.



processes streamline the associate onboarding process, and create clear, measurable performance expectations that ensure safety, quality and accuracy and offer the opportunity for incentives and job recognition, key components of employee retention.

## Capability offerings

### Performance management

Measuring performance and ensuring compliance with regulations and work rules is central to workforce management. This includes tracking indirect time, attendance, quality and safety, as well as calculating incentive rewards, enabling the creation of a standard methodology for associates.

### Resource planning

Long-term planning to review and plan for future headcount requirements to ensure the right number of workers with the right skills are available exactly when needed to fulfill demand. Forecast resource needs and balance across operations. Intra-day planning enables visibility into concerns before becoming issues.

### Labor optimization

Assign and reassign workers to priority work areas and functions based on order flows, deadlines, skills, and cost considerations. Effectively schedule each week, day and hour based on current demand, events, weather, types of automation and associate preferences.

### Incentive and reward

Keep team morale and engagement high with incentives, quality standards, and regular coaching and observation. Calculate incentives and perform observation management. The solution is designed to integrate incentives and reward with payroll systems.

### Continuous improvement

Regular report cards, ongoing coaching and counseling, and trend analysis identify improvement and training opportunities for staff as well as uncover potential process bottlenecks in the operation. Enables adjusted standards for learning curves, temporary staff to streamline onboarding.

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- **Proven Process**

Enables the creation of standard methodology that streamlines onboarding for associates, allows them to perform their jobs and enables the organization to measure true productivity, and improve throughput.

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- **Key benefits**

- Significant labor productivity gains and warehouse throughput.
- Alignment of scheduled staffing with demand and detailed task-level measurement for all operational tasks.
- Improved employee retention through enhanced observation, coaching, and incentives.
- Accelerated onboarding of new staff, temporary labor.
- Creates a culture of institutionalized productivity measurement & management.
- Uncovers process improvement opportunities.

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