



EMPLOYEE ENGAGEMENT
LOGISTICS & DISTRIBUTION:
**Control costs, improve productivity
and meet customer demand**



The impact of a disengaged workforce is being felt across the logistics and distribution industry where the true costs of ever increasing admin, out-of-date technology and employee absence impacts more than just the bottom line. An engaged workforce is the critical factor in attracting and retaining the best talent in a fiercely competitive market. With trust and engagement, employees are more likely to drive even greater levels of productivity and business success.

LOGISTICS & DISTRIBUTION – THE BIG ISSUES AFFECTING THE WORKFORCE

Cost control – pan-European competition for logistics operators is increasing along with input costs such as fuel and labour. The introduction of the new National Living Wage has increased the need to control labour costs.

Improving productivity and output – efficiency is paramount and unplanned absence can cause havoc in time constrained delivery schedules.

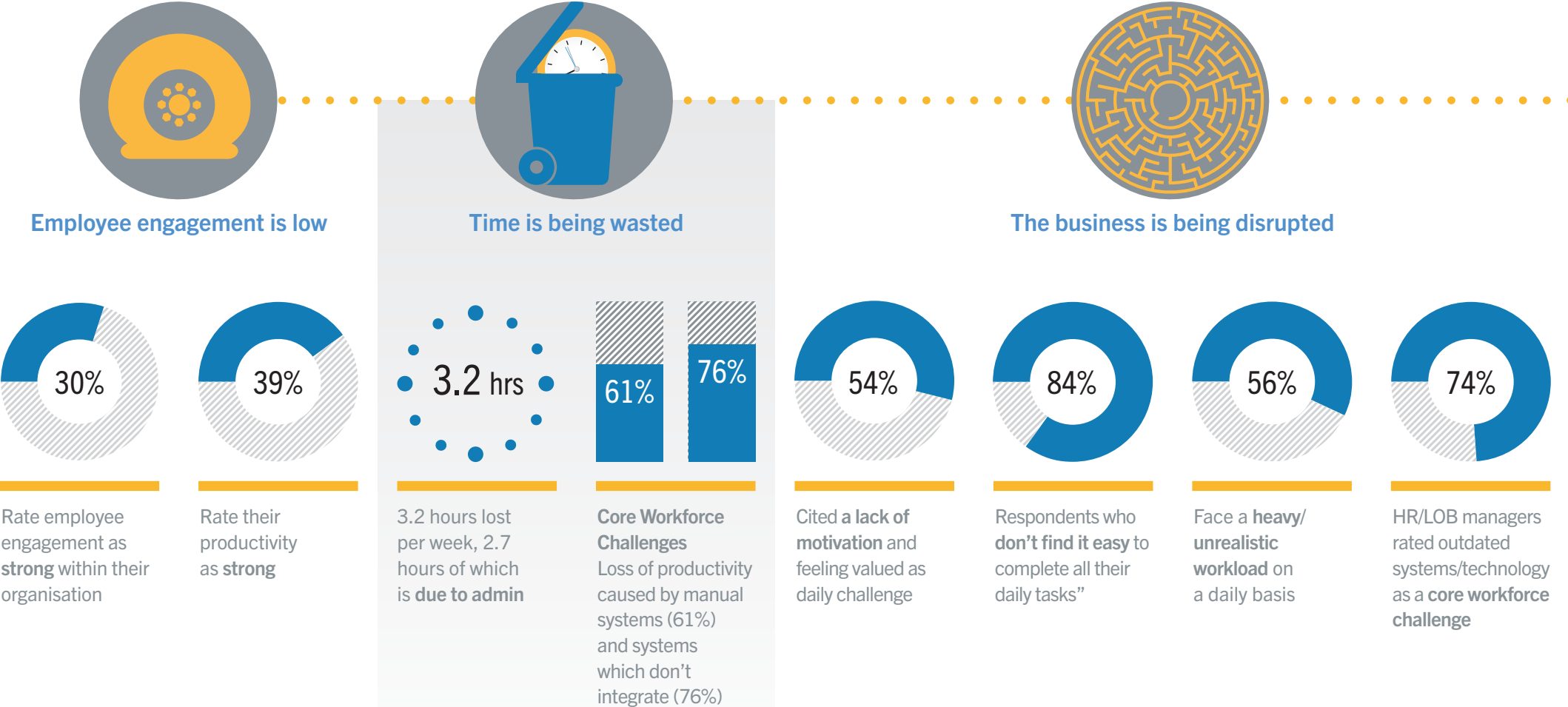
Customer service – the need to consistently meet customer expectations in a world where demand is changing rapidly means organisations need speed, flexibility and agility to deliver the perfect order.

Volatile demand and shorter lead times – winning new, and retaining existing, contracts means being cost competitive and delivering exceptional customer service. This needs efficient planning and execution – having the right number of pickers, packers and drivers in the right place, at the right time to meet demand is essential.

Attracting and retaining drivers – driver shortages mean retaining staff is essential. Unrealistic workloads and external pressures can leave employees and managers feeling isolated and demoralised if not managed effectively.

Flexibility – changing consumer demand and an omni-channel strategy means distribution & logistics operators need flexibility in their staffing to ensure 100%, 24/7 delivery.

UNDERSTANDING THE IMPLICATIONS OF EMPLOYEE ENGAGEMENT FOR LOGISTICS AND DISTRIBUTION

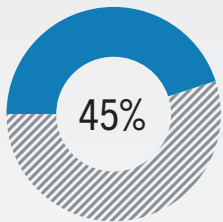


All statistics quoted are based on the findings of the recent Work.Engaged survey carried out by the Workforce Institute at Kronos by Coleman Parkes. Research to investigate the current level of employee engagement within the UK.

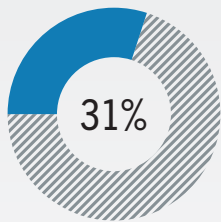
DRIVING DOWN ABSENCE AND IMPROVING PRODUCTIVITY



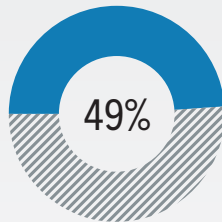
Absence has an impact



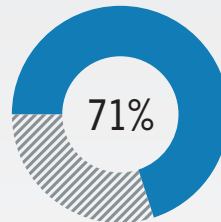
Cited high levels of absentees/sickness as a **daily challenge**



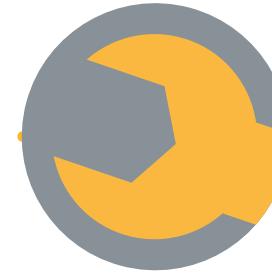
Rate their absence management as **strong**



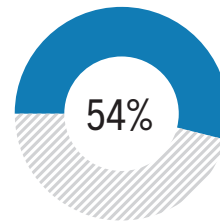
Reported increased **employee absence** as a **core** factor causing business disruption



Cited **unplanned absence** as a core workforce challenge

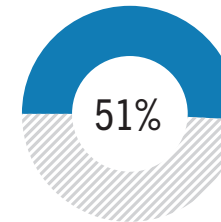


Improvements could be made

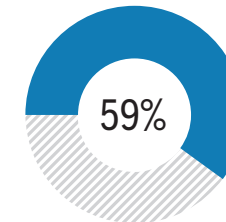


Respondents cited the **two key factors** that would drive increased productivity:

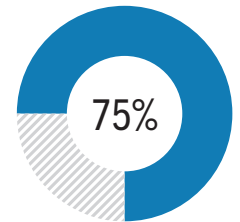
More **skilled** employees



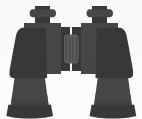
More **people focused** approach



Feel the CEO is only focused on the finance and **not** the employees



Employees need to feel **more engaged** in the business



Greater control/visibility of absenteeism was mentioned by half of respondents as a way of increasing business productivity.

LOGISTICS AND DISTRIBUTION MANAGERS SAY...

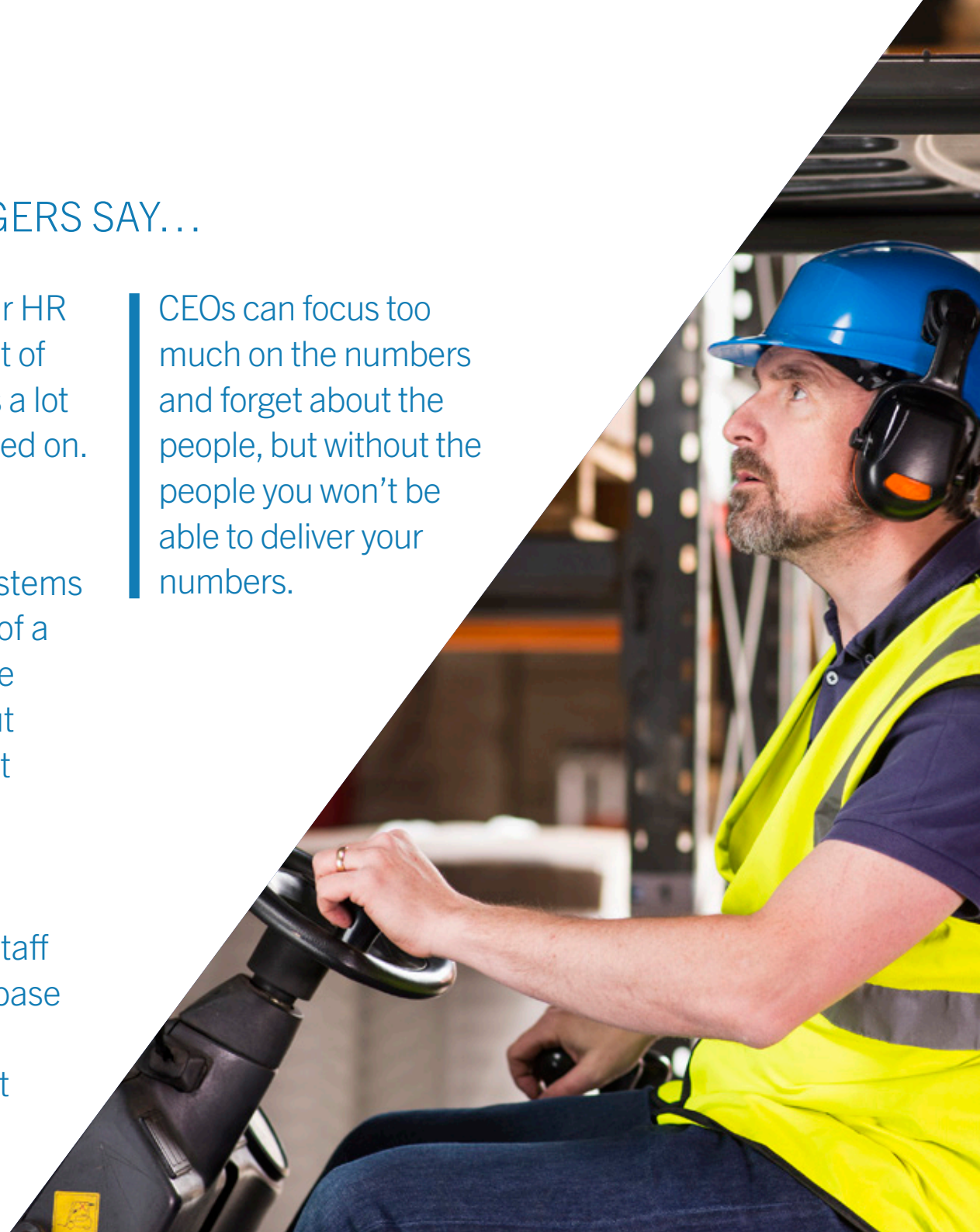
I think everyone is bogged down with admin. Our HR department isn't huge but there is a heck of a lot of paper filling and box ticking when I think there's a lot of other things that their time could be better used on.

A lot comes down to visibility. If you're a leader you don't want to be hidden away, you want your employees and your team to see you and understand who you are and what you're doing.

There are certain aspects of our systems that cause more of a pain than they are worth, but without them we wouldn't be able to run the business.

The main query I have is if I lose a member of staff where will that work go? The reduction in cost base comes with an expectation that people have to spread themselves more thinly as the work that needs to get done stays the same.

CEOs can focus too much on the numbers and forget about the people, but without the people you won't be able to deliver your numbers.





SOLUTIONS TO EMPOWER WORKERS & DRIVE CONTINUOUS IMPROVEMENT

	AUTOMATE PAYROLL PROCESS	ROSTER ASSOCIATES ACCURATELY TO MEET CUSTOMER DEMAND	MANAGE ABSENCES EFFECTIVELY	EMPOWER WORKERS WITH SELF-SERVICE	USE WORKFORCE ANALYTICS TO DRIVE CONTINUOUS IMPROVEMENT
ENGAGE EMPLOYEES	<p>Make your employees and staff happy by delivering timely and accurate payslips as a result of standardising your workforce management solution. Remove manual burden of capturing time and attendance information, approving timecards and processing payroll.</p>	<p>Reduce stress and engage workers by accurately scheduling workers to meet customer demand and employee preferred hours of work. Provide visibility of work schedules using mobile application.</p>	<p>Gain worker trust and respect by dealing with absences in a fair and equitable manner. Reduce stress on fellow associates by identifying and dealing with the root causes of unplanned absence.</p>	<p>Engage associates and managers by providing self-service access to workforce management information via mobile, tablet, PCs and clocking terminals touch screen terminals. Give them the ability book holiday, swap shifts, view balances and many more functions without the need to speak with HR, Payroll or their line managers.</p>	<p>Make your workers feel valued by making investments in equipment and training. Use workforce analytics to identify areas where improvements could be made and measure the output achieved from those investments.</p>
IMPROVE BUSINESS PERFORMANCE	<p>Control payroll costs by reducing time and resources required to process payroll through automation. Eliminate costly payroll errors and payroll inflation using multiple automated means of capturing accurate time and attendance data.</p>	<p>Improve productivity, control costs and improve customer service by accurately aligning workers with customer demand to minimise over and under-staffing.</p>	<p>Improve productivity and customer service by having complete visibility of planned and unplanned absences. Address the root causes of absence and spot absence trends using absence data.</p>	<p>Improve productivity of employees, managers, HR and Payroll by reducing the time spent dealing with requests and queries that can be automated using self-service.</p>	<p>Improve performance, customer service and productivity by using workforce analytics to continuously uncover areas where productivity and efficiency improvements can be achieved.</p>

SOLUTIONS FOR LOGISTICS AND DISTRIBUTION THROUGH WORKFORCE MANAGEMENT

Control costs: Obtain the high-quality information necessary to generate the perfect payroll. Plan effectively and deploy accurately the workers required to meet customer demand. Gain real-time workforce visibility and insight to avoid inappropriate or excessive use of overtime and premium pay. Use biometric data collection devices to eliminate fraudulent clocking and the automated application of pay rules to minimise inflation. Now you're on the road to improved decision making and streamlined operations.

Minimise compliance risk: Lower your exposure to employee related regulatory violations and union grievances, such as Working Time Directive and the Road Transport Working Time Directive. Take control of the costs of employee absences by automating and enforcing time-off and leave policies, including those associated with holiday, sick, paternity, maternity and other leave types.

Improve workforce productivity: Take advantage of scheduling solutions that accurately align labour resources to work volume. Use workforce analytics to identify the root cause of issues and uncover new ways to drive greater efficiency, productivity and performance. Kronos productivity solutions deliver real-time visibility and control that enable you to uncover hidden capacity.



To find out how Kronos for logistics and distribution improves productivity, reduces absenteeism and controls labour costs, visit the [Kronos for Logistics and Distribution web pages](#).

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