

Kronos for Manufacturing

Six Reasons Manufacturing Organisations Need Kronos Workforce Planner

Shift scheduling for the workforce presents many challenges, and nowhere is the requirement to drive efficient operations greater than in manufacturing. Plant managers require the ability to define exact labour and cost requirements for a product, order, or SKU while maintaining accurate staffing levels. Employees expect to engage with technologies that are familiar and function like those they use outside the workplace. Add to these requirements the need to have a nimble workforce assigned to multiple plants and shifts against a backdrop of complex labour laws, safety regulations and union agreements, and it's easy to see why the job of the manufacturing labour scheduler is a challenging one. Today's manufacturers are turning to Kronos® Workforce Planner™ to optimise scheduling processes and communications. Developed with manufacturing's needs in mind, Workforce Planner is a proven scheduling solution that manages compliance and safety risks, controls labour costs while allowing manufacturers to deliver a high-quality product, and drives workforce engagement and satisfaction.

For over 40 years Kronos has served the manufacturing space with workforce management technologies. We understand the unique workforce requirements facing manufacturers, especially when it comes to automated scheduling. There are six key reasons why manufacturers turn to Workforce Planner.

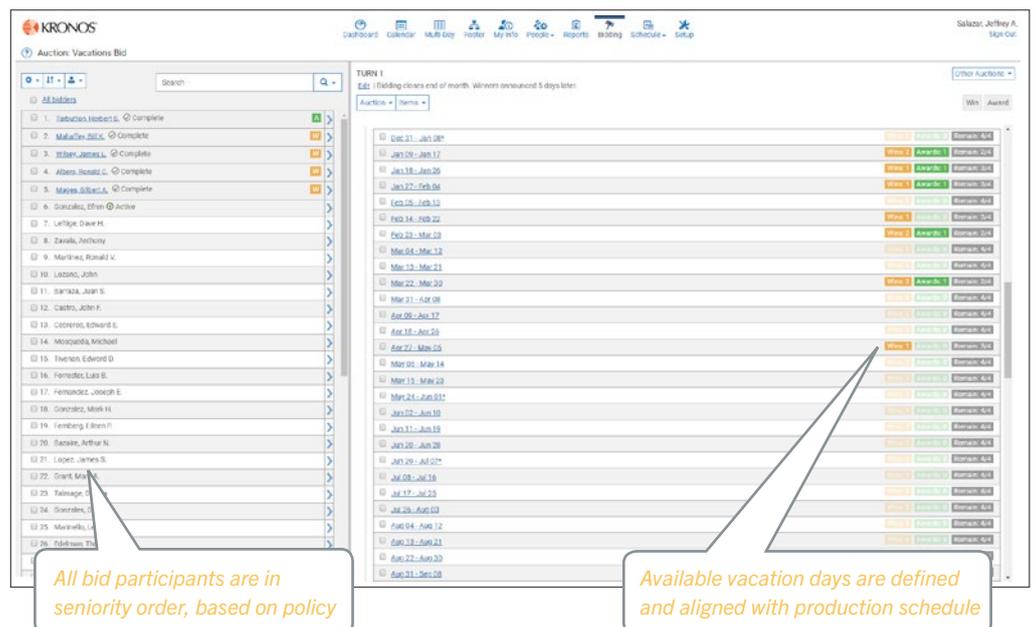
Reason 1: Bidding and employee preferences

Bidding requires balancing many complicating factors, including workforce preferences, labour laws, union rules, seniority, and employee skills and certifications. These factors can force manufacturers to conduct lengthy, complicated bids for shifts, positions, and vacation time using manual processes that entail endless phone calls and countless paper bid forms. While schedulers do their best with preplanning, it's not uncommon for scheduling personnel to be completely overwhelmed. The stress caused by the risk of making mistakes that potentially have ripple effects on overtime and production targets only adds to their worry.

Employees are equally affected when left waiting to learn whether they'll be working their preferred position or shift or whether their desired vacation time was approved. Employee morale can be negatively impacted and high absenteeism and turnover often follow.

It doesn't have to be this way. Manufacturers using Workforce Planner can automate their bidding processes by allowing schedulers to set up online auctions in the system and then

designate the bid types by preference, seniority, work rules, and production requirements. Employees follow by bidding on or choosing desired options. As the maximum number of bids are reached, the next bidder sees who was selected and why, giving the bidder confidence the process is fair and adheres to company 5 days policy. Both sides benefit: Schedulers have less stress and save time and resources and employees get more transparency and control.



All bid participants are in seniority order, based on policy

Available vacation days are defined and aligned with production schedule

Reason 2: Realignments and bumping

Employees with seniority, skill, and experience are valuable resources. When business conditions require temporary layoffs or significant changes are made to the product line, replacing priority workers with junior employees in things such as shift choices, product runs, specific skills, and vacation preferences is important to the workforce. Additionally, bumping practices must align with business rules, labour laws, and union requirements. In a paper-driven system, quickly gathering the right combination of information to support the decision to bump an employee often leads to poor bumping practices and disgruntled employees. It can pose significant compliance risk to the organisation as well.

Workforce Planner has intelligent bumping algorithms that create highly configurable processes and alignment settings that allow schedulers to control which rules to use and how many times an employee is bumped. The ability to configure and layer multiple bumping passes across the workforce and then schedule with a high degree of logic ensures the right employees work the shift and drives confidence that proper rules and procedures are followed.

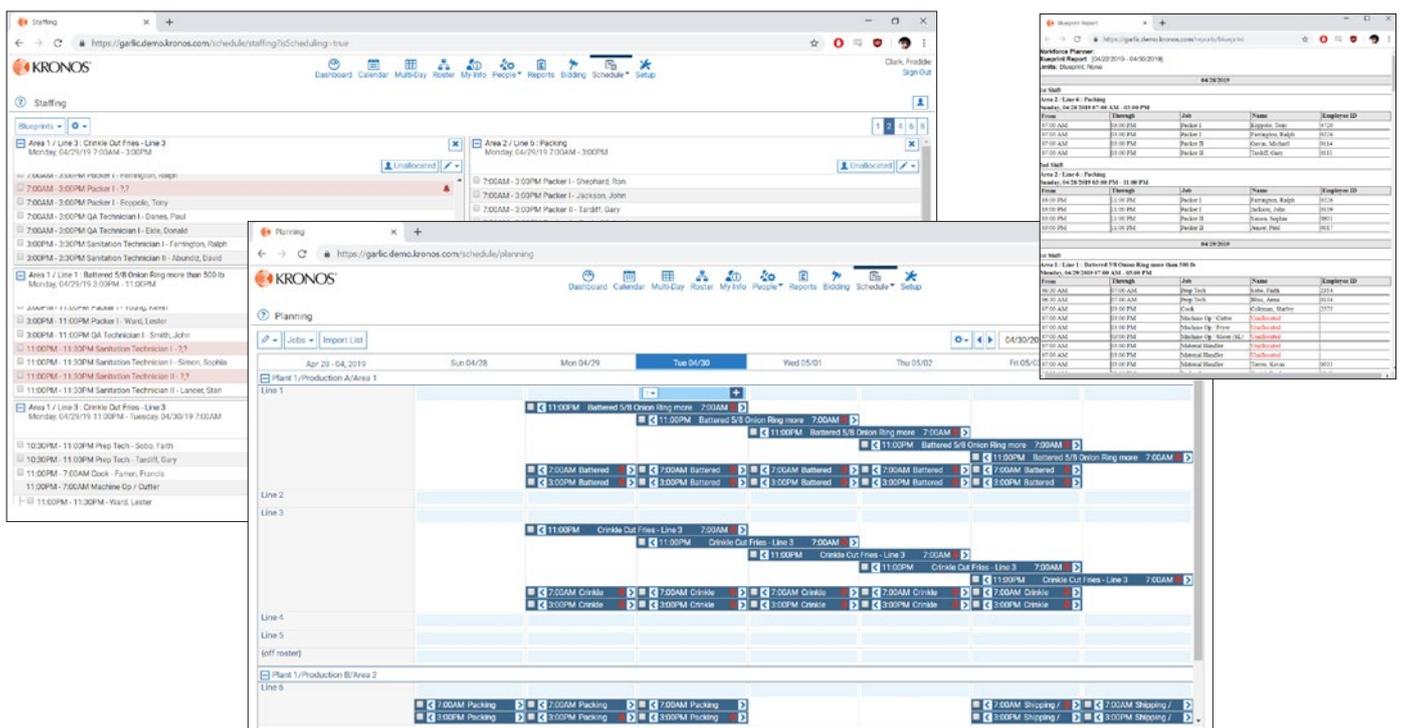
Reason 3: Labour leveling and demand-based scheduling

Scheduling the right people at the right place and the right time sounds easy, but unfortunately it's not always the case in manufacturing. With product shifts, equipment failures, fluctuating sales, and other factors, labour demand is unpredictable and will periodically fluctuate across product

lines and locations. When production demands shift, schedulers don't always have timely visibility into scheduling conflicts, idle time, or crew overloads, and their ability to drive appropriate schedules that estimate when overtime or layoffs are necessary is minimised. Ultimately, quality, safety, and budgets are jeopardised.

To avoid these pitfalls, planners conduct labour leveling practices that help them quickly assess and analyse production demands and determine which employees, and how many, have rights to be scheduled based on rules and regulations. The challenging process to drive demand-based schedules typically follows labour leveling attempts. But where in the equation do you factor the preferences of the employees who perform the work? And how can schedulers get insight into the downstream costs of the scheduling decisions they're making?

A combination of the Workforce Planner blueprint capabilities, planning boards, and job allocation tool removes the guesswork by bringing together all the relevant factors schedulers must consider when creating an optimised, demand-based schedule. Blueprints align product requirements and jobs and then are placed in planning boards. Planning boards give visibility to multiple blueprints across multiple products being produced in the same plant. When product requirements are matched with jobs in the blueprint, employees' preferred shifts, jobs, and locations are considered, based on seniority. Planning boards paired with the job allocation tool and scheduling algorithms produce optimised schedules. And projected labour costs are instantly available.



Reason 4: Overtime sign-ups

Overtime is inevitable for most manufacturers, and quickly identifying who can fill shifts and when is imperative. When practices such as seniority order, changed hours order, or fill-by-overtime rules are driven by paper-based scheduling processes, the organisation is at risk for escalating administrative costs, compliance liabilities, and low employee morale.

The employee self-service and automated overtime sign-up in Workforce Planner create fair and equitable employee schedules that ensure the organisation is adhering to work rules and union policies and balancing job rotations and shift allocations. By immediately identifying available and qualified labour resources who are willing to work overtime shifts, those shifts can be rapidly filled. And because mobility is important to plant managers who need to schedule overtime, Workforce Planner provides mobile capabilities to proactively manage staffing and callouts with a tap of the finger using a phone or tablet.

Reason 5: Highly configurable reports and schedules

The market demands high-quality products that are delivered on time, but these demands shouldn't come at the expense of limited visibility into uncontrollable costs, missing production requirements, and disgruntled employees. Schedulers must have immediate, easy access to actionable data they can trust and they need custom reporting capabilities that drive robust analysis of the information they care about most.

Workforce Planner addresses a manufacturer's reporting requirements head-on by providing intuitive custom reporting tools, as well as quick links to common pre-built reports. Unallocated time in a shift schedule, opportunities for extra work, availability status, and a personal history report are just a few examples of real-time information that is just a click away for schedulers.

The screenshot shows the Kronos Workforce Planner interface. At the top, there's a navigation bar with icons for Dashboard, Calendar, Multi-Obj, Assist, My Info, People, Reports, Ending, Schedule, and Setup. Below that, a 'Positions' section is visible with a 'Fill By Rules' dropdown. A table lists overtime sign-ups with columns for #, Status, Name, List, Job Title, and Opportunity Factors. The table contains four rows of data. A callout box with a yellow border and the text 'A prioritised overtime equalisation' points to the first row of the table. Below the table, there are sections for 'Details' and 'Contacts'.

#	Status	Name	List	Job Title	Opportunity Factors
1		Dalton, Jimmy D	OT Working List	Sanitation Technician I	1.00, 02.00
2		Zachary Stone	OT Working List	Skiver	1.00, 02.00
3		Richard, Herbert S	OT Working List	Skiver	1.00, 02.00
4		Moore, Anselm	OT Working List	Skiver	2.00, 04.00
5		Dalton, John D	OT Working List	Sanitation Technician I	2.00, 04.00

Reason 6: Telephony

As powerful as optimised scheduling is, automation is only as good as the speed with which scheduling information can be communicated when the needs of the business change. In the absence of fast, reliable, and documented notification capabilities, manufacturers are threatened by hits to productivity as well as by runaway costs.

The Workforce Planner solution fully integrates scheduling and communications using a market-leading interactive voice response (IVR) platform. IVR notifies and documents previously scheduled workers to alert them to stay home when unexpected layoffs are required due to production demand changes. This quick notification helps manufacturers avoid having to pay employees when they're not needed. Equally important is IVR's ability to locate fill-ins when employees call out sick unexpectedly. With telephony integration, schedulers can instantly spot a vacancy and call for a replacement. IVR capability closes the loop on optimised scheduling and helps ensure a plant runs at full capacity at all times.

Conclusion

Scheduling the manufacturing workforce has both unique challenges and complex requirements. On the one hand, scheduling leaders must act swiftly and with good insight to the changing demands of the business. On the other hand, employees expect the technologies they use at work to function like those they use outside the workplace. For complex labour scheduling processes, manual systems fall short. Workforce Planner creates the ideal scheduling balance. By empowering employees with a self-service platform and schedulers with flexible tools they need to drive better business outcomes, production demands are met, costs are kept in check, compliance and safety risks are mitigated, and workforce morale is improved.

Learn more at kronos.co.uk/manufacturing or call 0118 900 6848.

About Kronos

Kronos is a leading provider of workforce management and human capital management cloud solutions. Kronos for Manufacturing provides solutions that help manufacturers attract, retain, and develop fully engaged employees who deliver better business outcomes. More than 2,000 manufacturing organisations of all types and sizes use Kronos to drive productivity improvements and enable on-time delivery of high-quality goods and services. Learn more about Kronos industry-specific time and attendance, scheduling, absence management, activities, HR, and labour analytics applications at kronos.co.uk/manufacturing.

Kronos: Workforce Innovation That Works™.



Workforce Innovation
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