

Enterprise Labor Model



Labor modeling tailored to your business

You did not create your engineered labor standards to leave them sitting on the shelf. You want to put them to work to inform budgeting and scheduling, and to manage labor costs—your largest controllable expense. To accomplish this objective, you need a labor model aligned to your organizational structure. Once fully configured, your labor model can apply your standards to a given forecast so the time required to perform the work can be calculated by department, by job, by task and by operation.

Additional time might be required to support your staffing rules (like minimum coverage), but your labor model is your tool to quantify the raw time required to perform the work, including any allowances you have defined. Which standards apply to each store? What modifications must be made to reflect unique store features? Pulling all those elements together in preparation for budgeting, forecasting, staffing and scheduling is the role of the labor model.

Configure your organization

Logile Enterprise Labor Model (ELM) conforms to fit your organizational structure and leverages it to optimally manage labor in many ways. No matter your size, offerings or operation, ELM customizes to meet your needs. With our solution, you can:

- Mirror your organizational structure: Divisions, regions, zones, stores, departments and sub-departments as needed
- Upload fiscal and planning calendars
- Assign standards to appropriate stores
- Create store cluster groups based on like-store attributes
- Manage store characteristic attributes to create store-specific labor standards
- Associate volume elements such as sales, customers, transactions and items to the appropriate standards
- Map your unique UPC relationships to standards
- Seamlessly integrate with other solutions in Logile's Workforce Management solution suite to support scheduling and budgeting, or integrate with your legacy systems

Ensure each store gets the right labor

Assigning the right standards to each store is essential to drive the right amount of hours the store needs—but it is only the start. Conditions differ store to store and week to week. If your labor model does not account for these differences, you may be over- or under-allocating the true labor your store requires.

We know your workforce management team has limited time and resources. You cannot physically be in every store. That's why we designed ELM to enable your team to connect with stores remotely, via mobile survey.

Assign the right standards to each store

ELM flags every standard as either always included or question based. Always-included standards are those applicable to all stores. Question-based standards only apply to certain stores, based on unique attributes. Our mobile survey enables you to efficiently survey stores for confirmation that question-based standards are applied correctly. For example:

- Question: *Does your store have a receiving dock lift?*
- Current answer: Yes

Once captured, the response goes through our gatekeeper queue for review. If accepted, the appropriate standards are assigned to the store.

Already know which stores have receiving dock lifts? Great! ELM can import this information and create a unique store cluster attribute so you can instantly assign the appropriate standards to these stores.



Adjust the earned time each standard generates to be store specific

Multiple stores may perform the same process, but the time they need to perform that process may differ. This is because stores have unique characteristics that impact how long work takes. Examples of store-specific characteristics include:

- Number of display units
- Capacity of transport vehicles
- Size of back room

ELM stores these characteristics and uses them to tailor each standard time to be store specific. Again, our mobile survey capability makes it easy to collect this information from stores without the need for costly and time-consuming visits. Organization attributes like region and store cluster make it easy to review store-characteristic data on a macro level.

Map volume to your standards

Variable standards require volume for use in budgeting, scheduling and labor analysis. ELM integrates your volume drivers and maps them to variable standards. Volume drivers are configurable to work with the unit of measure of your data (items, cases, pallets, markdowns, etc.) and the source (receipts, point of sale, shrink, etc.). Logile's data integration team guides you through the best way to operationalize your data to accomplish your labor planning goals.

Distribute variable time when it is needed

Once volume drivers are integrated, ELM makes it easy to map variable standards down to the UPC level, getting to the true labor requirements to support a particular category or UPC by processing method.

If work tasks should occur at a different point in time from when the volume is recorded, the hours can be offset so they are placed correctly. A classic example is working backstock. You may wish to move a certain volume percentage off the day a load is received to instead be worked from backstock the following day. ELM ensures the labor is placed exactly when it is needed.



Place tasks at the right time for scheduling

Simply put, Logile is the leader in placing labor at the right time for accurate budgeting and staff planning. We know how important correct placement of labor is to upholding merchandising expectations, on-shelf availability, and customer service. ELM supports the right placement of hours for budgeting and scheduling, so you get the right people working on the right things at the right time and within your plan for optimal results.

Distribute fixed time accurately

Fixed standards, such as cleaning and management, are work tasks not driven by volume drivers. Many labor modeling platforms take a “peanut butter spread” approach to distributing the time for performing fixed standards. For example, the time to perform a task that should occur once a week is spread across the week, rather than placed on the day the task should occur. In contrast, ELM enables you to distribute time exactly when it is needed, with the right number of occurrences per store or store cluster.

Distributing the right amount of time for sweeping the sales floor



Small box stores

Monday, Wednesday,
Friday, Sunday



Medium box stores

Every day



Large box stores

Every day, twice on
weekends



Effective-date standards to be active at the appropriate times

Effective dating can be applied to any standards, store-specific data, or store information in ELM, making it easy to plan for store openings, process changes and seasonality.

For example, standards associated with maintaining an outdoor floral display may be set to be active from the beginning of spring to the beginning of autumn.



Group similar standards into labor tasks for scheduling

ELM was designed with scheduling in mind and supports optimizing labor data for scheduling. Every standard is grouped into labor tasks, which form groupings of work intended to be scheduled together. For example, a common set of tasks that must be performed at store opening. This enables two primary advantages:

1. Time parameters can be placed on the grouping of work so that it is scheduled at the appropriate time of day.
2. Labor tasks can be mapped to employees to drive effective cross-scheduling of tasks

Managing your labor model: action alerts dashboards

A labor model is like a car: If all the pieces are working properly, it runs smoothly. However, when those parts start to fail it can have devastating impact. Labor effectiveness, sales, merchandising, inventory levels, and regulatory compliance can all be negatively impacted if issues arise in the labor model.

As mentioned earlier, your workforce management team has limited time and resources. You want to spend your time making impact to the bottom line—performing labor analysis and driving store performance—not worrying if the labor model is configured correctly.

We designed our Action Alerts dashboard to monitor the labor model for you! Built a new standard but forgot to assign it to stores? Forgot to distribute fixed time? Experiencing an anomaly in your data? Our dashboard routinely monitors for potential issues like these and alerts you when an issue may need investigating, so you can stay focused on driving opportunity with confidence that your labor data is accurate.



Drive process improvement with Standards Analyzer

Logile Standards Analyzer is a powerful analysis tool used to investigate how the elements of the labor model are building a store's earned hours. It enables you to:

- Select a single store or multiple stores
- Use any week of historical volume or input desired volume
- View total earned hours for a sub-department by individual operation, labor task, labor category, or fixed vs. variable
- Run Pareto analysis to identify which standards most significantly impact hours
- Examine volume data at volume group and unit-of-measure level
- Create what-if scenarios to test the impact of business process changes and, if desired, push those changes into production

Standards Analyzer delivers the power of full visibility to understand and communicate how a store's hours are derived. All labor data is exportable through the ELM solution and can be configured to replace legacy KPI reporting at both corporate and store level.

The value logile delivers

- A labor model built by labor engineers for labor engineers
- Repository for all your labor data, including visual method sheets and validation studies that accompany standards
- Seamless integration with labor scheduling
- Total visibility into your cost of labor
- Power to simulate business process changes
- Visibility into bottom-up earned hours to improve store performance
- Buy-in from store teams on labor allocation
- A trusted partner specialized in planning retail labor

LOGILE The Logic of Retail

Logile is the leading retail store planning, workforce management and execution provider. Our proven AI, machine-learning technology and industrial engineering help retailers worldwide achieve operational excellence and provide the best service at the optimal cost. Gain the Advantage with The Logic of Retail. One Platform for store planning, scheduling and execution.