Enterprise Standards
Manager

Build and transform your company's workforce operations

Labor is your largest controllable expense. Yet, often companies lack clear visibility to understand how that expense is being used and optimize it. Engineered labor standards are a commonly used approach to define the work effort required to perform tasks and provide service. While this is certainly the best-in-class approach, many companies lack the proper tools to efficiently develop engineered standards, maintain them and leverage them for downstream use.

Logile Enterprise Standards Manager (ESM) is an application designed by labor engineers that makes it easy to conduct work measurement, collect sampling data, and leverage your standards to support initiatives like budgeting, scheduling and labor analysis. ESM is a cloud-based application accessible anywhere, via desktop or mobile, and supports both time study and MOST® work measurement approaches. If your organization is not ready for engineered standards that's OK; ESM can incorporate other logic-based approaches such as sales per labor hour.

Don't currently have engineered standards in place? No problem! ESM contains common use work elements and sub-operations as well as a library of retail industry-typical standards to help get you started and provide a valuable point of reference.

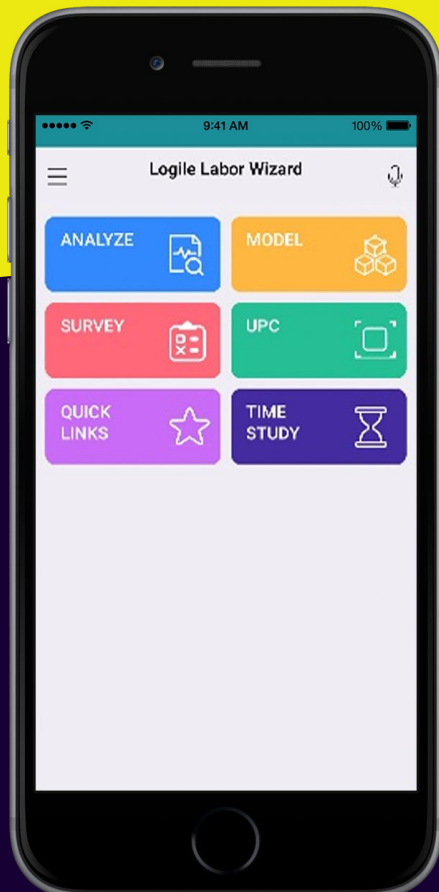*"You can't manage what you don't measure."*

Peter Drucker
The Founder of Modern Management

Library and repository for all standards

House all of your labor data in one enterprise-wide platform. No more navigating across separate Excel files or between multiple platforms. All engineered standards are housed in one location along with supporting data, work instructions and other attachments essential to support the work measurement. Attach reference documents via file upload or link to an external source.

ESM integrates seamlessly with Logile's Enterprise Labor Model to deliver a total repository to manage labor across your organization—no matter the size or structure. The data populated and maintained includes:

· Organizational structure
· Custom relationships, such as groupings of stores and departments
· Fiscal and planning calendars
· Store-specific characteristics
· Daily volume movement such as sales, customer, items and cases
· UPC management

Everything in the palm of your hand

Work tasks occur in places like the shop floor, warehouse and prep line; not in the corporate office. That's why we give you the freedom to conduct work measurement, update standards, perform sampling studies and input store-specific data from anywhere via our Labor Wizard mobile app—seamlessly integrated live into ESM.

· Conduct on-the-fly time studies
· Create or modify standards
· Assign standards to locations
· Collect store-specific characteristics
· Perform method and time validation studies
· Design and conduct utilization, queuing and sampling studies
· Scan UPCs to validate volume mappings

Manage version control

The way in which employees work is constantly changing. Standard operating procedures are modified, process improvements are implemented, and new equipment and technology are introduced. Certain locations may be using the new method while others are still waiting for the change to reach them. Having a convenient way to manage multiple versions of standards and independently assign them to locations is essential.

ESM manages unlimited versions of standards, so you can always refer back to a previous version. Change logs track the user who created the new version, reason and create date. When a new version is created, select when you would like it to go live at each location.

Assign the right allowances

Engineered standards model the time it should take an average trained worker, working at average pace, under expected working conditions, to perform a task using the prescribed method. But people are not machines, and in an active work environment sometimes delays and interruptions occur.

ESM enables you to create and manage multiple allowances across your model. Input your own desired allowance or use our allowance calculator to help you determine the right allowance that factors in considerations like:

- Break time
- Fatigue
- Personal time
- Unavoidable delays
- Customer service

Make **YOUR STANDARDS** more dynamic with Multiple Units of Measure

Units of measure connect your standards with the volume that will be used to drive them. While many standards managers are restricted to a sole unit of measure to drive each standard, ESM offers the flexibility to incorporate as many units of measure as you like.
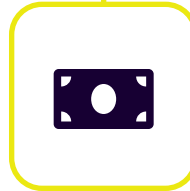
Retail Customer Checkout

Customer
Greet and take loyalty information

Item
Scan and bag

Transaction
Process payment and give receipt

Minimize the amount of data across your model

ESM offers the flexibility to use a standard data approach, ideal for large organizations. Leverage reusable sub-operations and work elements to create standards. Of course, if you prefer to direct-measure all standards, you have that option as well.

Have a standard or characteristic you'd like to use across multiple departments of your organization, but don't want to create copies? No problem! ESM enables you to create universal standards and characteristics that can be used in any department in the model. When things change, make the update once and you're good to go.

Measure your productivity and customer experience

Your standards should support your organization's goals around operational efficiency and customer experience. Measuring these components is key to building an earned hours plan that optimizes your bottom line. Many companies either lack the tools to effectively perform this type of measurement or rely on additional third-party solutions.

We've designed ESM to be your all-in-one tool to not only build standards, but measure their impact in stores.

Utilization Study

Measure how often employees are engaged in value-added work in order to identify where you may be over or under allocated labor.

Queuing Study

Evaluate how well your labor deployment strategy is handling throughput and desired service levels.

Sampling Study

Create your own custom-designed study to support any data collection initiative.

Feel secure that your standards are accurate

Whether you're just developing your standards or maintaining them, having a quick way to validate that those standards are accurate is critical to accuracy of your labor allocation. Even pre-existing standards should be validated on a regular cadence to ensure they reflect the right time to perform the task.

Use ESM to assign a method or time validation task to any user in your organization. The results of the validation queue up for review and can be stored for record keeping. We know all businesses undergo constant change. That's why we give you the power to create new issues of a standard when things change, rather than creating a new standard. You can always revert back to a previous issue, or vary which issue is active across your organization if you're in the middle of a rollout.

Method Validation

Review and confirm that the steps in your standard match the way the process is supposed to be performed, and flag discrepancies.

Time Validation

Conduct a time study of the process being performed and compare the results to your standard time in order to validate it falls within acceptable tolerance.

The Logile Advantage

Effectively managing your workforce remains one of the most important priorities for any business because the cost of labor is often your single largest controllable expense. The correct placement of employees throughout the work day is essential in order to achieve operational excellence and desired service levels. Logile's team of industrial engineers and industry professionals will work with your organization to design the right labor planning solution to take your business to the next level.

LOGILE The Logic of Retail