Case 1

Problem:

> *A large multinational retailer had a branch that was outperforming its goals and other stores in the district by a wide margin. However, the retailer had serious issues with staffing that regional leadership believed was holding the store back from an even better performance. Even though the store was overscheduled, they were short staffed on busy days, and still paying out significant overtime. In addition, basic tasking, predominantly stocking shelves and inventory management, wasn't being completed.*

Solution:

After a statistical analysis I recommended a new scheduling system designed to optimize the ROI of employee time. Due to local demographics, foot traffic and sales peaked at significantly different times than the company at large, consistently doubling what was predicted on given days. The new schedule meant more full shelves before the busiest times and less split employee attention. Tasking completion deadlines were moved, and backend hours were increased. Not only was this expected to reduce overtime and absenteeism, but also positively influence tasking completion rates.

Impact:

Within the next quarter after implementing the changes the store went from number one in its district to number one in its region, making several million in additional revenue while other stores in the district failed to meet minimal sales metrics. Shelf availability and customer satisfaction metrics simultaneously increased. Employee satisfaction and engagement across all measures increased, absenteeism decreased, as did overtime.