Workforce Optimization Assessment
Labor Model & Roadmap

With highly complex store environments and sales averaging $100M per store, this global manufacturer and retailer required trusted advisors with deep/former retail operations expertise to evaluate and prioritize opportunities to improve effectiveness and alignment between labor models, strategies, systems and processes and the organization’s goals for customer experience.

Workforce Insight’s Retail Practice was engaged for this Two-Phased initiative to 1) Assess, Define and Prioritize opportunities for improvement and 2) Redesign the Labor Model and Assist with Execution of the Workforce Optimization Roadmap.

WORKFORCE OPTIMIZATION ASSESSMENT & KRONOS SYSTEM EVALUATION
Workforce Insight’s retail experts performed a comprehensive workforce optimization assessment to help this retailer define, prioritize and execute on the highest impact opportunities for improvement to its labor model, processes and Kronos solution.

LABOR MODEL DESIGN & OPTIMIZATION ROADMAP
Workforce Insight is currently assisting this retailer in building its optimized labor model and prioritizing execution strategies, including scheduling and skill mix optimization, cross-training, and foundational readiness preparation for Kronos Dimensions.

CHANGE MANAGEMENT & TRAINING SERVICES
Workforce Insight’s Retail leaders are also providing change management and training services to support successful adoption of the improved labor model, workforce management strategies and systems.