

Strategic WFM Assessment, Labor Standards & Model Design

National Luxury Products
Designer & Retailer

Employees: 14,900
Stores: 1,249

This national retailer was striving to deliver a consistent, high-touch customer experience and recognized the need for a more effective workforce management strategy and payroll allocation approach. The organization was also looking to implement a new workforce management solution, while shifting from a sales-based workforce strategy to an activities-based labor model.

Workforce Insight's Retail Practice was engaged to perform a strategic assessment, identify labor drivers, define labor standards and build an improved labor model across a 3 district pilot, while developing new salary bands for managers and associates.

LABOR STANDARDS DEFINITION

Workforce Insight's Retail Experts developed new labor standards, leveraging a proven and efficient framework to deliver practical/ executable standards that align with the desired customer and employee experience. Labor drivers were defined following field observation, time and motions studies, interviews and supported by statistical validation.



LABOR MODEL DESIGN & IMPLEMENTATION

WFI's Retail Practice designed an improved, more efficient activities-based labor model and implemented this across a 3 district pilot. Simultaneously, this team developed salary bands for managers and associates, analyzing turnover and identifying areas of opportunities between full and part time resources



CHANGE MANAGEMENT

Effective change management strategy and execution – delivered by seasoned former retailers – was essential to the success of this workforce optimization initiative to support store managers in shifting from sales-based % of payroll to an improved activities-based labor model.



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OF INDIVIDUALS
we've ever had in here
working with us!**
- Director of
Operations & Finance