Indeavor Schedule for Global CPG Enterprises

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Tasked with helping to feed the world and provide other essential items, the vital Consumer Packaged Goods (CPG) industry relies on its employees to keep up with volatile production demands. CPG enterprises can create more efficiencies in their labor management processes by transforming their scheduling process.

Indeavor recently partnered with a multinational food and drink processor to help optimize their labor and reduce high variable labor costs through automated employee scheduling.

The Problem Area

Manual scheduling errors increasing labor costs. Due to the lack of visibility into employee information (e.g., leave, hours worked, qualifications) and facility data (e.g., demand), creating and managing schedules on paper left sites vulnerable to costly scheduling errors:

- Overstaffing, resulting in paying idle workers

- Understaffing, resulting in overtime

- Filling a vacancy with an unqualified employee, resulting in compliance violations

Qualification management. Each region, state, and country have different laws regarding qualifications and skillsets that need to be adhered to. Operating in over 80 countries, this CPG organization was struggling to get one system to serve all facilities. Instead, qualification management relied on tribal knowledge and employee records that needed to be manually updated.
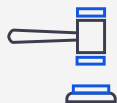
The Indeavor Solution

Automated scheduling with integrations to HR and T&A systems. Ultimately, their sites needed to get off of paper and onto a system like Indeavor Schedule that removes scheduling errors by achieving the following:

- *Staff to match only what you need:* Leverage demand planning capabilities and automated straight time and overtime schedule generation

- *Labor optimization:* Consistently assign the best available employees to each required position. Capture and utilize labor trends to issue overtime strategically and only when necessary. Union contract stipulations are pre-set, ensuring adherence without having to think about it

- *Make better in-the-moment decisions:* Host pertinent labor data in Indeavor's cloud-based software to make more informed decisions on things like vacancy filling and overtime distribution

Configurable scheduling solutions. Now, facilities across the globe can use one standardized system, Indeavor Schedule. With qualification management capabilities integrated at the point of scheduling, schedulers and supervisors can ensure only qualified workers are assigned to each required position—even during "crisis management" scenarios like sudden changes in production needs or shift restructuring. These highly configurable scheduling solutions can always be updated to accommodate changes in law, facility rules, or employee's training.

The Problem Area

Inconsistent cost reporting and lack of visibility.
There is direct labor (e.g., being on the line), and indirect labor (e.g., admin work, training). It was unclear where this organization's labor spend was going. More importantly, what percentage of overtime was being spent on indirect labor?

With limited to no standardization across facilities when it came to comparing costs, management would look at inadequate metrics like "total number of hours" that failed to provide a robust picture.
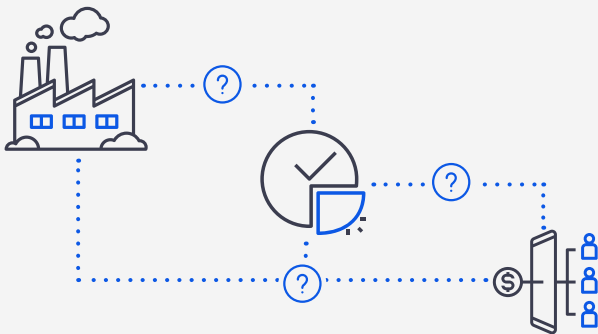
Limitations surrounding schedule management.
Supervisors were getting bogged down in paper forms requesting overtime and leave. Mistakes and miscommunication with time off allowances due to illegible or misplaced forms frustrated employees. When last-minute or previously unknown gaps in the schedule occurred, supervisors were stuck relying on manual processes, like calling and leaving voicemails, to find another employee.

The Indeavor Solution

Standardized reporting for robust data and analytics. Facility management, finance, and supervisors can understand where direct and indirect labor are distributed at the facility. Real-time employee data (e.g., availability and qualifications) is hosted automatically as opposed to manually. The ability to assess which departments and lines are overstaffed vs. understaffed in relation to their ERP system means supervisors can properly fix any issues proactively.

Once the organization provides the standardized data points (e.g., production costs, reworking costs), we create the solution with those standards in mind. Previously, they never had this data; for the first time, they can pull accurate labor costing reports. The correct jobs are allocated to each identified cost center and linked directly with T&A. This level of visibility helps management assess where their labor spend is going quickly and easily.

Modern tools for supervisors and employees.
Employees are now part of the scheduling process in a way that does not disrupt workflows. With Indeavor Engage, an app for mobile devices and tablets, both employees and supervisors have visibility and transparency over everyone's schedules. By giving employees the tools to control when they want to volunteer, swap assignments, or request time off—all with pre-set rules in place—the work is taken off of management's plate and employee morale has increased.

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