Workforce Management

CONTENT

Welcome to the ultimate guide for workforce management.

At Quinyx, we think we have the best mission statement in the world: "We help create a smiling workforce." We want to put smiles on the faces of all our different customers, from airports and hotels through to retailers and restaurants. And those smiles stretch right from the C-level executive through to part-time workers.

This is the impact implementing a modern, mobile-first and cloud-based workforce management solution has. Everything we do is built upon our four pillars of quality, simplicity, passion and innovation. It's from here we combine technical excellence and cutting-edge software development with our need to always put people first, constantly asking our-selves the question: "How will this make people's lives better?"

This is what great workforce management software does. Some of you reading this will have worked in the industry for years, others will be brand new to it. We want this guide to give you an overview of the aspects you have to consider when you want to make your WFM highly efficient, alongside showing you the impact they will have on your business.

Our entire business at Quinyx is built around understanding our customers' operational challenges and helping them to solve them by developing great software. In this Guide we would like to share our insights with you. We'll continue on our mission to help create a smiling workforce by offering the most user friendly workforce management software on the market - and we hope you'll join us along the way.

Erik Fjellborg, Founder & CEO Quinyx

We help create a smiling workforce.

Erik Fjellborg, Founder & CEO Quinyx

The ability to create intelligent and auto-mated schedules is a crucial requirement for every labour-intensive organisation. Having the right people in the right place at the right time enables you to deliver better customer service and have happier customers.

Just as bad rotas will cost you money, a good schedule will be the conduit to empowering employees, delivering business intelligence, and can ultimately be the difference between success and failure in your business.

A good WFM solution will take that pain away and will revolutionise your scheduling process. Great schedules find the optimal balance between keeping your staff happy, keeping your business running smoothly and controlling your labour costs.

Using a WFM solution for your scheduling means you will be able to:

✓ Control costs in real time and see how many hours you're using on a daily, weekly and monthly basis.

✓ Understand your business much more effectively and ensure you always meet the right staffing levels.

✓ Give your employees the opportunity and choice, when possible, to choose when they work, helping them be more productive and happier at work.

✓ Respond instantly to your business needs, especially if you're using a cloud-based and mobile-first WFM solution.

You also need a solution that is fully customisable and can be configured to the specific needs of your business, ensuring you see the best possible results and return on investment.

Did you know?

A workforce management solution frees up 9 hours of time per manager per week – Mckinsey

Quinyx reduces the time it takes to create a schedule by half – London City Airport

Companies using a workforce management solution see a 20% increase in customer facing time – Aberdeen Group

"Manual rostering used to take each department at least a couple of days a week and that was without the ongoing upkeep of managing leave requests and shift swaps. Since we've started using Quinyx it's increased the speed it takes to process our rosters and reduced the time it takes us to do them by 50%."

Michelle Truss, London City Airport

▶ **Watch the video case study from London City Airport here.**

"One of the biggest benefits is the amount of time we save because my staff are not spending time staring at computer screens or spending hours and hours phoning around trying to organise shift cover. We have 350,000 visitors a year and I want my staff to be focussing on them, not on pieces of paper and old Excel spreadsheets."
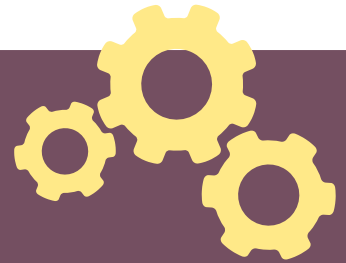
Paul Griffiths, Mary Rose Museum

One of key components of great workforce management is having great task management. This is the art of being able to keep track of what is being done, when it's being done and who is doing it.

Task Management

This module forms an essential part of your ultimate workforce management solution, particularly when:

The ideal WFM solution enables you to:

✓ Easily plan recurring tasks for the whole organisation, such as opening and closing procedures.

✓ Keep track of company processes in real-time through the Quinyx App.

✓ Quickly and easily follow up task execution enabling you to retain full control of what is being done, when it's being done and how well it's being done.

✓ Easily check when the task was completed and see the timestamp associated with it, making life much easier and more productive for managers. You're also able to record this data, store it and easily search within it, something that is laborious and intensive when being done with pen and paper.

✓ Ensure routine tasks, especially those required for you to be compliant, are being done and maintained, and retain consistency across units.

✓ Break down each task into subtasks, giving your employees an easy, step-by-step guide with visual aids to follow for everything from opening the store to cleaning the restrooms. The best thing about this is every employee can see their tasks through the Quinyx app and are able to timestamp them once they are complete.

• Your business needs to be compliant and adhere to set rules and regulations.

• You have a transient workforce with a large number of part-time employees and want to keep your quality high.

• You need to keep a record of what tasks have been completed, when they were completed and who completed them.

• You want to make it easy for your employees to carry out regular tasks.

• You want to improve the performance of your business and make smarter decisions.

By integrating time and attendance into a scheduling module, time management can be straight forward, hassle free and simple for everyone. As well as giving you full control over what hours are being worked and integrating with your schedules, a time management module will:

✓ Provide clear approval routines for your managers.

✓ Allow you to quickly manage vacation and leave requests.

✓ Ensure all your sick leave is measured and stored in one place.

✓ Automatically calculate pay types from scheduled and worked hours.

✓ Give you the tools to better manage the amount you're spending on overtime.

Did you know?

Pizza giant Papa John's reduced their labour cost by 3% in just 8 weeks when trialling Quinyx.

Nearly 40% of businesses report a decrease in absenteeism from using a workforce management solution. – Aberdeen Group

"Quinyx is like Spotify because it has such good functionality, it's easy to use and it's logical."

Therese Klingwall, GANT

An intelligent workforce management solution has to include the ability to forecast. It gives you the power to create smart budgets and forecasts based on historical data, allowing you to plan accordingly based on the specific needs of your business.

Accurate and effective forecasting can mean the difference from making a loss to turning a profit. A good forecast should be a balancing act between what you want your business to achieve and what its capacity to achieve is.

Did you know?

Restaurant chain Benugo saw a 35% reduction in the time they spent scheduling after they began using Quinyx.
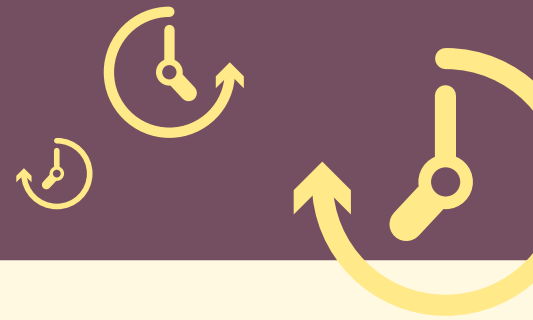
A state-of-the-art forecasting module allows you to:

✓ Compare previous years' sales with future forecasts.

✓ Create sales and staffing budgets.

✓ Create optimised schedules.

✓ Optimise the way you manage your business.

✓ Predict the future with the help of historical data.

✓ Allow for a rapid and efficient scheduling based on multiple selectable variables and KPIs.

✓ Provide transparent and detailed information about outcomes compared to forecast and budget.

✓ Survey and compare previous years' sales with tomorrow's forecast.

Workforce management solutions should become more fun to use and form a key part to enjoying work. That's why we have a mobile-first approach. It means communication can happen instantly and easily, whether that's switching a shift, finding cover for an empty shift or approving a leave request.

Failure to communicate effectively means employees fail to perform to their full potential, lack engagement and feel demotivated. Alongside this, their work lacks direction and they feel adrift when it comes to personal and professional development and progression, something that's increasingly important for employers to be aware of as Millennials (and their values) become the biggest demographic in the workplace.

Integrating powerful communication into your WFM solution helps keep your employees engaged, motivated and more likely to stay with you for longer.

Did you know?

London City Airport saw a 100% increase in the participants of an annual survey when sending it out through Quinyx.

Benugo report a 100% improvement in communication thanks to Quinyx.

Disengaged workers cost the U.S. economy $370 billion a year in lost productivity.
(Gallup in Biro, 2013)

Poor communications and collaboration practices are harming UK businesses. This lack of productivity costs businesses approximately £8,000 per employee every year and up to £4m annually.

In 2017 employees lose on average 20% of their workday writing and responding to emails. 80% of respondents under the age of 30 prefer use of the telephone for communicating at work.

Intelligent workforce management gives you a bird's eye view of your business, providing you with powerful insights to help you make better decisions and be more successful.

You can follow easy-to-understand data streams and metrics to help you get the most out of your workforce and give you the best overview of your business. These could include:

✓ The number sales broken down per hour and per employee.

✓ The percentage of salary cost compared to sales.

✓ Payroll cost.

✓ Absence percentage, which includes statistics on sick leave and vacation days.

✓ The optimal setup of your staff, including how many full time employees you need compared to part time.

You'll be presented with analysis of historical and real-time data. Through this analysis, you'll then be given suggestions on how to optimise your workforce.

The ability to do this is fundamental to the future of workforce management. And in doing this a workforce management solution will be able to radically improve business performance by using underlying big data to help you make better decisions based on historical and real-time analysis.

We hope you've found this guide and exploration of the different aspects of workforce management useful. The first step, always, is to understand what it is your business needs, where you want to be, and know how you're going to get there.

As a rule of thumb your organisation will need to allocate at least twice the time of the WFM supplier to succeed with a large-scale WFM implementation, many organisations miss this bit in their project calculations. Certain parts of the project simply cannot be executed by the supplier and your organisation needs to set aside time to run these activities.

Your WFM solution touches everyone in the organisation. Therefore communication is essential to make the project a success. Buy-in needs to be ensured from C-level executives down to the part time employee. The part-timers are usually easy to get on the train as a modern WFM solution mostly means benefit to them. But consider the unit managers, the schedulers and the payroll managers to make sure they too see the benefit in your WFM-project.

There's no reason to let any of these factors delay your planned WFM-project. To start the work now, simply make sure to have the information and decisions ready for when you have selected a supplier so that your team can hit the ground running. Even if a WFM-implementation takes some effort, it is well worth it given the huge potential and savings that are available if implemented correctly.

If you'd like to find out more, and take the next step, we'd love to hear from you.

QUINYX®
ENJOY WORK

SWEDEN
Vattugatan 17, SE-111 52 Stockholm, Sweden
+46 8 611 50 20, sales.se@quinyx.com

UNITED KINGDOM
The Smiths Building
Great Portland Street, 179 Great Portland St, Marylebone, London W1W 5PL
+44 (0)20 345 71067, sales.uk@quinyx.com

NORWAY
Dronning Eufemias
Gate 16, NO-0191 Oslo, Norway
+47 22 17 75 00, sales.no@quinyx.com

DENMARK
Lyngsø Allé 3C, DK-2970 Hørsholm, Denmark
+45 45 41 35 00, sales.dk@quinyx.com

FINLAND
Mannerheimintie 5 C, 7 krs, Fl-00100 Helsinki, Finland
+358 50 5287038, sales.fi@quinyx.com

QUINYX®
ENJOY WORK

www.quinyx.com