



Playbook for Optimized Schedules

Table of contents

1. **Introduction**
2. **Scheduling for the win**
 - a. Why you need great scheduling
3. **Ingredients to an ultimate schedule**
 - a. Flexibility
 - b. Business & employee needs
 - c. Data
4. **How to optimize your schedules**
 - a. Triangle model of cost, performance and engagement
 - b. How AI helps your scheduling
5. **Summary**

Intro



Right now, organizations with frontline, hourly workers are struggling to overcome the challenges of a worldwide labor shortage.

This, in combination with the big shift in how we think about work, has forced business leaders to create an even more compelling employee experience.

Rethinking labor management—and scheduling—is, therefore, key to increasing staff retention, transforming employee experience and sending customer satisfaction scores through the roof.

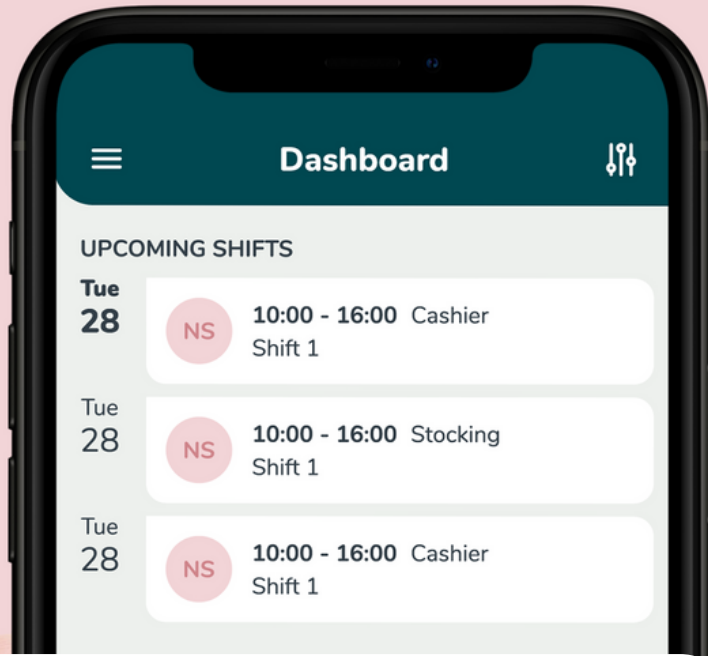
But forget scribbled pieces of paper pinned to notice boards or soul-destroying spreadsheets. Today, the best schedules are created by AI-powered software, slashing the time you spend creating and communicating them, and ensuring you don't breach any labor laws or regulations.

We normally say: "Good schedules make your business go round, but GREAT schedules equal business success."

And now we'd love to show you how.

In this guide you'll learn:

- The benefits of smart scheduling
- The key ingredients to a great schedule
- How to optimize a schedule



Scheduling for the win

Get scheduling right and you'll have delighted customers, engaged employees, and a thriving business. Get it wrong and you'll be dealing with frustrated customers, trying to stem the tide of employees quitting, and a business spiraling out of control.

WHY YOU NEED GREAT SCHEDULING



According to our study, 38% of respondents reported uncomfortable working conditions resulting from labor shortages—out of those, 65% said it led to a more stressful work environment. But that's not all; 25% of frontline workers feel changing shifts is viewed negatively by their employer.

Frontline workers also rank enjoyment at work as the number one factor they want from a job. Yet with nearly half saying they considered quitting their job in the past year, many are being let down by their employers. It's why creating a best-in-class employee experience (and having awesome scheduling practices) should be non-negotiable. Let's face it, a stressful and negative environment isn't just bad for your employees and their wellbeing, it's bad for business and your customers.

In fact, your ineffective schedules can make your business lose up to 15% of its revenue. One reason is the mix of overtime and poor scheduling practices, which sees, on average, companies overspend on salary by 25%.

Did you know?

We analyzed 450,000 schedules, and found companies spend 4-8 hours (or more) a week per location on admin because of the lack of scheduling automation. You only need 10 locations before you are talking about a full time job—just to manage the scheduling admin!

A hand holding a smartphone against a solid pink background. The phone screen shows a scheduling application. At the top, there are dates: 28, 29, and 30 (the 30 is in a dark green box). Below the dates is a vertical time scale with markers at 08.00, 10.00, and 12.00. To the right of the time scale is a dark green rectangular area containing a circular profile picture of a man with glasses and a beard. The phone is held by a hand, with fingers visible on the sides and bottom.

Ingredients to an ultimate schedule

Good schedules are all about getting the right people, in the right place, doing the right thing, at the right time. It should be simple, but you'd be amazed at how easy it is to get wrong.

But the perfect schedule exists. Just add flexibility, business and employee needs, and data to the mix. Here's how you do it.

INGREDIENTS FOR A GOOD SCHEDULE

1. Flexibility

Give your employees more control over when they work. This matters to your business because, according to [State of the Deskless Workforce](#), 30% say they have no control over their work schedules. On top of that, 42% of frontline workers say their personal care suffers due to their work schedule.

That rarely does wonders for their engagement, meaning your business takes the punch. As Gallup states, engaged employees generate 81% higher customer satisfaction, and reduce employee turnover by 50%. So let's give them some more power!

The past two years have made the importance of employee engagement even more obvious. [Companies that invest in and prioritize employee experience, understand their workforce culturally and strategically, and deploy tools and tech accordingly, haven't seen the same talent drain during The Great Resignation in 2021.](#)

With the right tools and technology in place, flexible scheduling can help save time, reduce costs, improve productivity and employee retention, and boost employee engagement. It's what your frontline workers want, and it helps your managers to get more work done. But if you're serious about offering flexibility, you need an app to...

- Enable your employees to easily swap shifts and allow them to find a replacement in minutes in case the schedule doesn't suit them (or last-minute emergencies come up).
- Fill empty shifts with the click of a button—both from an employer and employee point of view.
- Open up extra employee shifts (that employees easily can sign up for) as soon as your business demands it.
- Allow your employees to book time off or block out times where they can't work.
- Let employees punch in for their shifts straight on their phone within proximity of the workplace—using geofencing (GPS). That also means that you can wave goodbye to "buddy punching".

INGREDIENTS FOR A GOOD SCHEDULE

2. Business & employee needs

What do your business AND your employees need? Now there's a question. Businesses need to ensure compliance with scheduling rules, legislation changes, contractual requirements, union limits, meal breaks, and rest periods. And your managers need to accurately monitor employee skills and certifications required to perform each role, as well as publish schedules well in advance.

Employees want to avoid understaffing, have control over their schedules, easily request leave, and change shifts without any hassle.

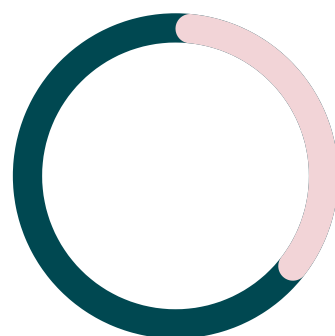
An example of a company that got this right is Roadchef—one of Britain's leading roadside service area operators with 30 locations across the country, hosting several brands including McDonald's, WHSmith, Costa Coffee and Leon.

Iain Thomson, Operations Planning Manager at Roadchef, explains the secret behind their success: "Employees don't have standard 9 to 5 jobs here, but we can make schedules that incorporate certain wishes and still meet demand well. As an example, we've been able to offer shorter and longer shifts than your typical 7 to 8 hour day in some areas, which allows employees to combine their schedules with their lives better. In all honesty, the general feedback of employees has been hugely positive."

Did you know?

37%

don't feel that their employer listens to their feedback.



INGREDIENTS FOR A GOOD SCHEDULE

3. Data

If knowledge is power then understanding how your business works—and the data behind it—is the way to create better schedules. You should know when your busiest times are; when your customers need the most hands-on assistance; and the staffing levels needed to keep everyone happy.

By identifying 'dead' hours and idle staff, you can make sure you have the right people, in the right place, at the right time. You'll then likely increase sales while spending less on your staff cost, simply by moving your resources around.

The good news is it's simple to get right; when you balance your planned costs against your results, you create the most profitable resource plan. But, to do this, you'll need historical data and knowledge of any events, public holidays or promotions that could affect your business demand.

Did you know?

Scheduling through a WFM solution also opens up global analysis of labor data—something that's simply not possible to do on a local database. Running large flexible organizations with this type of feature could save you millions!

INGREDIENTS FOR A GOOD SCHEDULE

Here's an example:

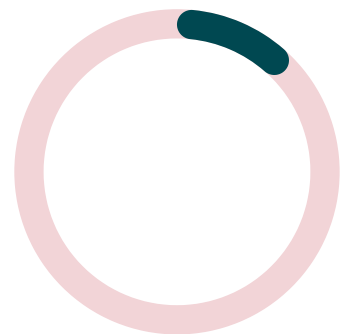
You run a bar around the corner from a sports stadium. There's a big game taking place during the weekend, which means you're going to be super busy and need more staff. But your head bartender asks for the night off (because, hey, they also want to go to the game!). You then check the headcount you'll need in your forecast and voilà! You'll have the answer for the leave request!

The charm here is that your tech assistant (aka your WFM solution) will calculate the required headcount for you—based on your forecast. You'll be served with the optimal labor hours you need to make your business perform at its peak. On top of that, you'll make sure that you have the right staff with the right skills for each shift, and that no labor standards are broken.

Did you know?

13%

of frontline workers change their shifts straight in an app.





How to optimize your schedules

Like a circus juggler, creating the perfect schedule is an exercise in spinning plates, while throwing balls in the air and riding a unicycle. There's a lot to think about and a lot that can go wrong! But the trick—as the juggler knows all too well—is getting the right balance. This balance is between your employee happiness, business performance, and cost.

You can choose what you want to optimize and which focus areas are needed to reach your KPIs. What you can't do (yet) is optimize for all areas, all the time. Although we'd argue that optimizing your schedules for employee happiness will lead to improved performance and lower costs.

WHY YOU NEED GREAT SCHEDULING

1. Happiness

If employee engagement is a priority, you optimize towards happiness. An example of this is to ensure an employee doesn't work every weekend and has sufficient time off between shifts.

2. Costs

Schedules optimized for costs can help you reduce your spend on overtime and ensure the minimum staffing levels are in place to meet forecasted demand. This means you'll never be overstaffed and you should always be operating within your budgeted labor costs. However, customer demand won't always be met, especially if you're short staffed at peak hours of business.

3. Performance

Optimizing your schedules for performance means you always have more staff working a shift than your demand forecast. As a result, you'll have extra staff on hand who can concentrate on delivering exceptional service to your customers.

WHY YOU NEED GREAT SCHEDULING

How AI helps your scheduling

Optimizing your schedules is infinitely easier when AI's got your back, because AI helps you:

1. Predict demand for different drivers (such as transactions, revenue per location and footfall), and automatically translate them into a required headcount. This ensures you always know upfront which people you need—at what time and place.
2. Automatically create schedules that are compliant with the labor laws and scheduling rules that apply to you. Depending on the optimization goal you have, you can easily make the shifts to fit and solve the notoriously complex scheduling game.
3. Open up extra employee shifts (that employees easily can sign up for) as soon as your business demands it.

But not all AI is born equal. The real intelligent technology takes a lot more into account such as longer data batches, seasonality, and trends. It looks at much more data, analyzes millions of combinations and detects outliers. Imagine what it can do for your forecasts and schedules.

However you look at it, when your schedules are optimized with the help of AI, it's better for your business, your employees, and your customers.

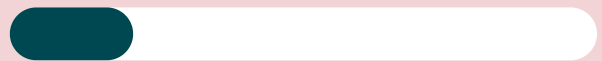
Did you know?

Empowering your frontline workers through digitalization can lead to:



17%

Increase in productivity



21%

Increase in profitability



40%

reduced employee turnover

WHY YOU NEED GREAT SCHEDULING

Summary

Automated, AI-powered scheduling is faster, smarter, more efficient, and delivers a far superior end result.

Smart schedules can transform your business. They make your staff and customers happier. They give you better control over your workforce costs. And they ensure you always have the right people in the right place at the right time.

Using a workforce management solution like Quinyx for your scheduling needs will help you make better decisions, free up your time, save you money, reduce your admin, and eradicate errors.

In short, it's your key to unlocking the benefits of a happy workforce and running a happy, successful, and profitable business.



Want to help your workforce?

For more insights visit quinyx.com