

# 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

**RETAIL**

**Global Food Products  
Manufacturer/Retailer**

**Employees: 80,000**