

People In Motion



Drive ROI with Rapid, Affordable Enterprise Labor Standards

How much time should your retail associates spend on customer-facing tasks in order to deliver your brand promise?

What about back of store and task-related work, is enough time allocated there? Do you know how long it takes your associates to pick an order in your Distribution Centers? How many hours it takes your entire enterprise—your stores, your DCs, everybody—to recall a product or implement a new product? And, if business is changing and growing faster than expected, how many more associates will you need to hire and where, just to keep up the pace? The answer to each of these questions lies in having clear and accurate labor standards as the foundation for your business.

Labor standards are used to define how long it takes your associates to perform each task their job requires of them. They are the critical building-blocks upon which accurate future labor requirements can be forecasted, upon which strategic long-term workforce planning can be based, and the return-on-investment for process improvement can be delivered.

Organizations often find it challenging to keep their labor standards up-to-date, due to the cadence and extent of change we all experience in retail today. An uncertain economy, frequency of new product flow and changing merchandising mixes, new store and customer technology and the impact of multi-channel retailing all contribute to an unprecedented level of retail evolution. Some organizations have concerns about the cost and time required to create labor standards, and uncertainty as to how often labor standards need to be updated, often leaving those organizations without vital planning data, or worse their decision making is flawed and inaccurate.

[See Benefits »](#)

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BENEFITS

- » **Increase schedule accuracy.** A schedule is only as good as the labor requirements upon which it is based. Having up-to-date labor standards ensures accurate labor requirements which leads to the best possible schedule.
- » **Enhance the customer experience.** Having associates at the time and place that customers need them provides opportunity to drive gross margin growth through increased conversion, up-sell and cross-sell.
- » **Streamline operations.** Labor standards provide visibility into how processes in your stores and distribution centers should be allocated, and provides a concrete foundation for process improvement.
- » **Improve productivity and optimize labor spend.** Labor standards promote transparency and accountability by articulating the correct amount of time needed to perform activities, allowing for store-to-store comparison of performance.
- » **Increase agility.** The speed of retail is accelerating. Labor standards provide tangible levers that allow you to respond to changing market demands and ensure you can respond competitively.
- » **Realign your enterprise.** The lines between work performed in the store and in the distribution centers are shifting as retailers look to harness economies of scale. Stores are fulfilling online orders from the floor and creating mock distribution centers in the back rooms. Distribution centers are making merchandise ready for the shelves before it is shipped to the stores. Enterprise Labor Standards allow you to accurately shift tasks to where they are needed and make most efficient use of the labor available.
- » **Synchronize labor planning.** Labor standards allow financial and operational budgets to be rationalized, increasing buy-in from all stakeholders—from the C-suite to the shop floor—and increasing confidence that the company's goals can be achieved.
- » **Engage your workforce.** When your associates know the amount of time required to perform the task, they have confidence that they are not being over worked and are appreciative of their own productivity.
- » **Gauge true capacity.** Labor standards provide accurate visibility to your workforce's capacity to absorb planned and unplanned labor.
- » **Link productivity to service excellence.** Introduce operational improvements to link the workforce's productivity with service focused behaviors.
- » **Brand specific labor standards.** Labor standards are most effective with your brand goals integrated into the development process. This ensures the standards are engineered to deliver customers the experience your brand promises.

THE AXSIUM ADVANTAGE

We understand today's operational demands and we are committed to delivering solutions that work, solutions for the real world. With Axsium, our experience is your advantage. Axsium has worked with more than 300 organizations to maximize the return they get from workforce management. To learn more about how Axsium can help, please call us at 1.888.AXSIUM1 or visit our website at www.axsiumgroup.com for more information.