



STAFF PLANNING

at Etos distribution 97% faster than before

Automated planning with the
Forecast and task rotation planning

Organization

Etos Distributie

Industry

Logistics

Number of employees

240

plano in use

plano Optimizer

plano Forecast

plano Task Rotation Planning

plano Reporting

Overview

The Etos distribution center (Etos DC) in Beverwijk supplies all 530 stores in the Netherlands. Almost the entire range of drugstore products is handled here, from receipt to loading. Every day, 80 orders are received, which are distributed across 60 trucks. On a total area of 16,000m², 240 people are employed, about half of whom are temporary workers.

After years of manual personnel planning in Excel, Etos' distribution center was looking for an automated workforce management system. The main requirements were the ability to rotate tasks, automate the duty roster and create forecasts.

Initial situation

"The main reason for switching to a workforce management system was to make improvements. We wanted to be able to plan automatically and faster, including task rotation," explains Erik Schavemaker, Manager Warehouse Etos DC. "Our distribution center is process-oriented. Employees work on as many different tasks as possible throughout the warehouse: Receiving, reach truck, picking and loading. By rotating different tasks per day, we ensure movement and variety for the employees. This is beneficial for their well-being, health and musculoskeletal system. The plano WFM software offers this possibility. I haven't seen this anywhere else. This also ensured that during the selection process, the longlist quickly became much shorter. You can fully configure the settings yourself and it's all very user-friendly."

Project goals

Automation and task rotation

- + Very fast planning leads to enormous time savings
- + Easily rotate many different tasks
- + More time for team management and well-being of employees

More flexibility in personnel planning

- + Optimized planning based on forecast data
- + Daily information available to employment agencies
- + A fair schedule for all employees

In compliance with laws and regulations

- + Planning never violates legal or collective employment agreement rules
- + Allowances go directly into the payroll system



„By rotating various tasks each day, we ensure movement and variety for our employees. The plano software offers this opportunity.

I haven't seen that anywhere else.“

Erik Schavemaker, Manager Warehouse
at Etos, part of Ahold

Strenghts of plano WFM

Required temporary workers are immediately visible

Etos DC employed a planner in the past. Time recording and task rotation were still carried out manually in Excel. “With plano, we now schedule with the push of a button, which has changed the planner's role. We can also export a report from plano for the request of the required temporary staff, which the employment agency can access directly. This is updated twice a week from the forecasting module and daily during the week itself. Additionally, plano stores all data so that it can also serve as a reference.”

The optimizer, automated scheduling

Erik: “It used to take the planner at least a day to put together the work schedule. Nowadays, a team leader can turn on the ‘Optimizer’ in plano and get a cup of coffee. When he comes back, the schedule has been created. We have about 25 different tasks. The qualifications for each employee are already in the system, so everyone is scheduled on the right tasks. The team leader only has to set the absences, from sick or free people, for example, correctly in advance.” Scheduling is done based on a certain forecast and the fairest possible allocation.

More time for employees

“At Etos DC, six team leaders are employed. They can simultaneously view the system. The Optimizer is run for the entire organization, so only one of them needs to do it. After that, a quick review of the schedule is sufficient. As a result, the team leaders have much more time for their employees.”

Forecast

“By forecasting based on existing data, such as the number of parcels to be processed and self-selected parameters, a workload requirement is calculated allowing us to schedule employees more efficiently. This forecast also gets better every time, so we can create an even more optimal schedule and a very accurate list of the required temporary workers for the agency.”

Collective employment agreement in plano

Etos DC also implemented the Working Hours Act (ATW) and their drugstore distribution collective employment agreement in plano. “This contributes to an overall improvement. Planning never violates legal or collective employment agreement rules. If a team leader does violate a legal or CAO rule with a manual adjustment, you automatically receive a notification. Allowances for overtime, for example, go directly into our payroll system.”

Result

“Since we started using plano, we've seen an improvement in productivity. We save on staff planner labor costs. There are far fewer checks required. As a result, team leaders have much more time to be on the work floor.

Our staff scheduling is now better, fairer and healthier: 85 % of employees give task rotation a rating of 7 or higher.”



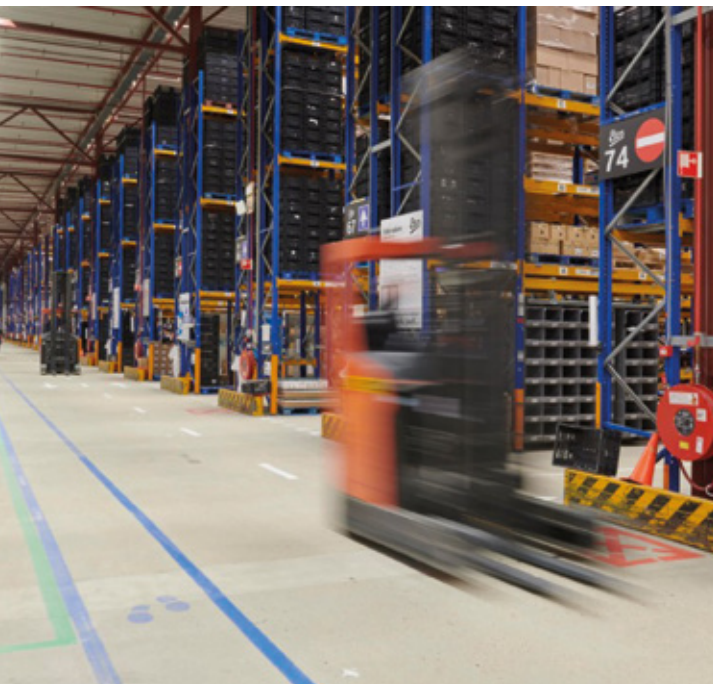
At a glance

Improvements for planners

-  Less time-consuming and manual work through automation
-  Reduction of scheduling errors through web-based all-in-one system
-  Healthier employees through task rotation
-  No violations of legal or collective employment agreement (CAO) rules

Improvements for employees

-  Consideration of employees' shift and task preferences
-  High scheduling reliability for employees
-  Team managers have more time left for their employees
-  Overtime and other benefits are processed automatically



Prospects

Etos Distribution Center

For the future, Etos DC is considering a time recording system, with booking terminals.

"We work with a management tool and receive information from various systems, including plano, and that works well for us at the moment. With a time recording system, you can see exactly how many hours are used for each task. We could achieve a further increase in efficiency here." This possibility is also facilitated by Interflex.

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