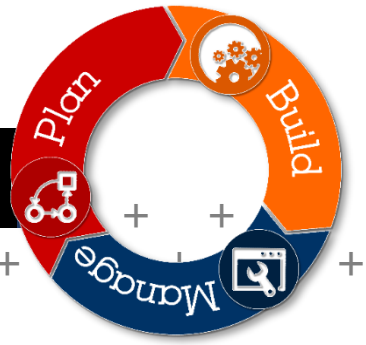
STAPLES

ON-THE-JOB REFERENCE



Labor Management and Planning

Labor Management and Planning is a critical activity that requires careful planning and ongoing maintenance.

±5% GOAL — Goal to have scheduled labor within ±5% of DLP Forecast

1-2 HOURS — Spend 1-2 hours per week on scheduling:
- 60-70% Planning
- 30-40% Finalizing

SAT — Final weekly schedule must be posted by Saturday, two weeks prior to shift start

5-10 MIN — Spend 5-10 minutes each day reviewing and tweaking the schedule

Importance of Labor Management and Planning:

- Ensures that your store uses all allotted labor hours
- Allows you to drive sales by having the right people on the floor, at the right time each day
- Allows you to maximize productivity and customer service in your store.
- Enables associates to understand in advance when they are working. In many areas, we're legally obligated to post schedules in advance.

The Labor Management and Planning Cycle

The Labor Management and Planning Cycle consists of 3 parts: Planning, Building, and Managing. Careful attention to each of these sections will make the scheduling process easier and more efficient for you and your associates.

Plan

Reviewing DLP and keeping Kronos updated with accurate information auto-builds a better schedule

- Review store Labor and Sales forecast in DLP **[CRITICAL]**
- Update time-off requests and associate availability in Kronos by End-of-Day every Wednesday

Build

Use the generated schedule and make it your own

- Schedules must be posted on the Saturday 2 weeks before work date
- Edit the auto-generated schedule in Kronos between Thursday and Saturday ensuring all hours used/all shifts covered/all known tasks will be completed
- Review and allocate bankable hours

Manage

Schedules are based on forecasts, but managed against Earned Hours

- Schedule management is the on-going, week-to-week process of tweaking your posted schedule, ensuring it is within ±2.5% of projected earned labor
- Monitor and flex schedule as needed based on actual conditions like weather, daily sales trends, or availability changes.

© 2018, Staples, Inc. All rights reserved.
Internal Use Only

STAPLES

Labor Management and Planning

Sample Scheduling Cycle

The following calendar illustrates what goes into the planning, building, and management of a scheduling cycle.

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
WEEK ONE	1	2	3	4	5 Week 4 schedule auto-generated by Kronos	6	7 Post adjusted schedule for Week 4
	Manage: On-going management of posted schedule						
	Plan: Week 4				Build: Week 4		
WEEK TWO	8	9	10	11	12 Week 5 schedule auto-generated by Kronos	13	14 Post adjusted schedule for Week 5
	Manage: On-going management of posted schedule						
	Plan: Week 5				Build: Week 5		
WEEK THREE	15	16	17	18	19 Week 6 schedule auto-generated by Kronos	20	21 Post adjusted schedule for Week 6
	Manage: On-going management of posted schedule						
	Plan: Week 6				Build: Week 6		
WEEK FOUR	22 Begin working schedule developed in Week 1	23	24	25	26 Week 7 schedule auto-generated by Kronos	27	28 Post adjusted schedule for Week 7
	Manage: On-going management of posted schedule						
	Plan: Week 7				Build: Week 7		
WEEK FIVE	29 Begin working schedule developed in Week 2	30	1	2	3 Week 8 schedule auto-generated by Kronos	4	5 Post adjusted schedule for Week 8
	Manage: On-going management of posted schedule						
	Plan: Week 8				Build: Week 8		

Activities:

Plan

- Review sales forecast for scheduling period and adjust as needed
- Review and allocate bankable hours for scheduling period and adjust schedule as needed
- Approve/Reject time-off requests and update associate availability in Kronos

Build

- Compare hours and scheduled hours in DLP
- Complete your weekly schedule in Kronos, ensuring each department is scheduled in line with the forecasted hours for that department; ensure all shifts are covered, and the total schedule is built within ±5% of the total forecasted hours
- Post schedule on Saturday, 2 weeks before scheduling period

Manage

- Check DLP daily for new bankable hours – schedule new hours as they become available
- Review sales trends/happenings in your area – adjust forecasted hours and labor schedules as needed
- **Review and correct punch exceptions daily**
- Goal is to be within ±2.5% of actual vs earned each week

© 2018, Staples, Inc. All rights reserved.
Internal Use Only