INDEAVOR

Case Study: Supervisors at Food Processing Customer Facility

About The Customer

A single plant of a large, multi-national food processor was struggling with optimizing and standardizing its scheduling processes across multiple departments. No modern software was in place and a variety of methods existed to schedule employees, leaving the plant vulnerable to violations of scheduling rules and a high likelihood for union grievances.

Before Indeavor

The facility used a combination of localized spreadsheets and written notes to communicate schedule changes to a centralized scheduler. The scheduler would then enter this data into a central schedule, print, and place it on the wall for employees to view. This was a problematic process, as the facility's schedules changed so often that it was very difficult for the master schedule to remain valid for any length of time.

The Indeavor Solution

The Indeavor team was brought in to deploy our scheduling solution at the facility with a hybrid approach. It began with automated, straight-time scheduling done by dedicated crew schedulers and ended with floor supervisors making edits directly in our platform to reflect the movement of resources between production lines and other areas on the floor. This addressed the following set of problems:

Problem area: Automated scheduling rules, as governed by the union contract, were very complicated in nature. This made schedules very difficult to administer manually; thus, scheduling practices did not always follow the mandated rules. As a result, grievances were common and the company often had to pay out penalties.

> **Solution:** Algorithms were developed to generate employee schedules, based on labor demands and rules for assignment. Multiple algorithms were deployed for straight time and overtime assignment generation, varying to meet each division's specific needs. This made scheduling as simple as a few clicks of a button.

Problem area: When production needs or staffing availability changes, which was very common on a daily basis, the schedulers and supervisors often lacked tools to help them properly update the schedule with the appropriate resources.

> **Solution:** Indeavor's out-of-the-box tools were configured to enable supervisors to easily fill production gaps with appropriate and qualified individuals. Scheduling rules were configured which prevented the end user from assigning the wrong person to work the shift.

Problem area: Visibility into the real-time schedule was an ongoing challenge, as the production needs of the facility were very fluid, and required consistent movement of employees to meet demands. Without a centralized scheduling system in place, employees did not have a proactive view of their schedule. This created frustrations for employees in terms of work-life balance.

> **Solution:** Crew Schedulers, Supervisors, and Employees were all given access to Indeavor's platform. All users were encouraged to utilize the mobile app which always had an up-to-date schedule, giving employees the most flexibility possible to balance their personal and work lives.

About Indeavor

Indeavor provides workforce management solutions to clients in manufacturing, energy production, government, and other continuous 24x7 environments. By combining our SaaS platform with custom, end-to-end workforce management solutions, we ensure your company can rely on having the right employee, in the right place, and at the right time.

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