

## Scheduling to Demand

**Purpose** Ensure managers know the Schedule to Demand execution steps to successful scheduling using CREW Time.

**Goal** Capture all the demand that is forecast for your store by following the recommendations of a system that *schedules to meet customer demand*.

Your responsibilities for scheduling are to:

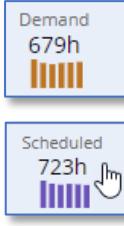
1. Understand the three elements of Demand - Invoices, Air Checks, Phone calls.
2. Have enough people who are both qualified and available to schedule to meet Demand Hours.
3. Assign Training and Receiving shifts appropriately each week.
4. Make sure employees are getting the proper number of hours without being overworked and overwhelmed.
5. Print and Post the Activity Base View report in Crew Time daily.

**Forecasted Demand Hours** Demand Hours are the number of hours in Manager, Sales, Service and Air Check roles calculated by the system.

It does **not** include training, receiving, or alignment hours. It is the optimum number of hours needed to meet demand *only*.

**Scheduling Best Practice** Demand Hours + Training Hours + Receiving Hours = Total Scheduled Hours.

- Assign your Open Shifts to reach 100% of Demand Hours.
- Assign Training Hours as appropriate.
- Assign Receiving Hours (standard is 2 hours per 100 units received)



See the example below:

Mgr Scheduled Hrs	Demand Hrs	# of Trainee	Training Hours	Receiving Hours
723	679	1	26	15
723	679	1	26	15
723	679	1	26	15

Demand Hours (679) + Training Hours (26) + Receiving Hours (15) should equal Total Scheduled Hours (720 in this case; 723 is acceptably close)

Adding additional tasks and hours to Demand Hours is **not** a Best Practice and should be reviewed and approved by regional staff.

Print and Post the Activity Based View (ABV) report daily. This can be found in the report section in Crew Time

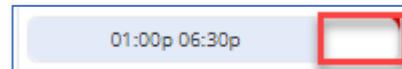


## Avoid These Issues

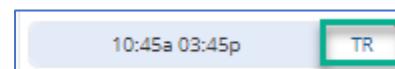
### Not adding training and receiving hours

When you add Training, Receiving, or Alignment hours do not leave unassigned shifts (as shown in red below). These hours are part of your total scheduled hours and should be associated to a task.

Incorrect:



Correct:



### Scheduling less than Forecasted Demand

A store that cannot schedule to meet Demand hours may not have enough qualified or available staff. Stores in this position should have solid training and hiring plans in place to overcome these issues.

## Activity Based View

- UI - Click on the ABV icon  top right of the weekly schedule. The red boxes are areas of demand that the system could not find coverage for; use open shifts to fill these gaps.
- Report – This report will help store Managers by providing visual management of the daily workflow plays at the store and will help ensure we have the right people in the right place at the right time to serve our customers. Report is in the Report section called 'ABV' and the QRG lives on the KC scheduling page.

## Maintain the System

Proactively enter and approve upcoming Availability and Day Off / Time Off Requests as needed.

Availability allows CREW Time to create shifts for your people when you – and they – prefer to work. Properly used, it can do the following:

- Prevent the scheduler from creating shifts on an employee's preferred day off or during early out
- Prevent scheduling shifts when they are not available to work (school, etc.)
- Prevent Senior Assistant and Manager being scheduled for same day off
- End shifts for "all day" people so after-school employees will be auto scheduled.
- Utilize the Employee Self Service App to allow employees to send in changes for availability and day/ time off requests.

## Contact

If you have any questions, please email [wfmteam@discounttire.com](mailto:wfmteam@discounttire.com) We are happy to help.