

CREW Time: AM / PM Reporting

Purpose

This guide familiarizes staff with the AM / PM Sched to Demand Hour Difference report.

The expectation is to be able to:

- Understand schedule to demand hours in the AM and PM
- Correct the root cause(s) of poorly distributed hours / staff

Assessing Gauges:

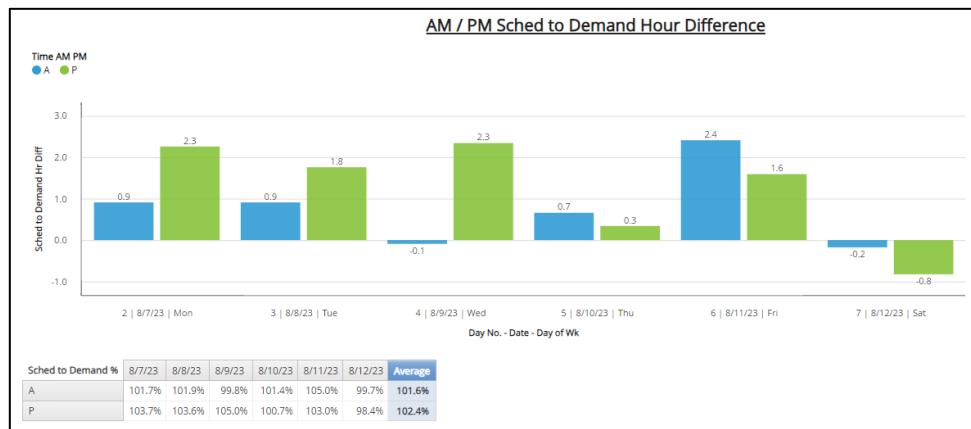
Navigate to RWS > Reports > View Reports. Select 'AM/PM Schedule to Demand by Day' and enter your site # on the prompt screen.

Report Utilization

Looking at Monday's results for this store and week, here are the categories:

All data excludes Training, Receiving, Alignment and DTMI hours

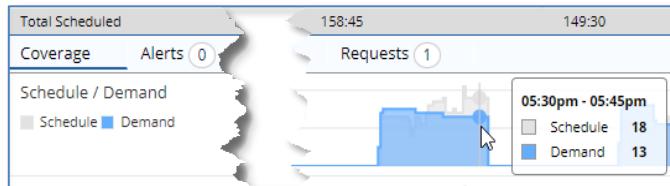
1. Schedule to Demand % in the AM: Goal 100-102% (101.7%)
2. Schedule to Demand % in the PM: Goal 100-102% (103.7%)
3. Scheduled Hours Ov / Un Demand (0.9)



NOTE: Sales Area Demand starts at 7:30 AM and Service Area Demand at 7:45 AM. Both the Sales and Service area Demand ends at 6:30 PM. Shift start and stop times should reflect the same for optimal demand coverage.

Using the Coverage Tab

The CREW Time Coverage tab shows a similar picture at a greater level of detail.



You can see the afternoon was scheduled heavier than the demand hours required (18 vs. 13), and the morning was shorted hours (see the grey staffing bars under the blue demand field).

All data includes Training, Receiving, Alignment and DTMI hours in this coverage graph.

Contact

If you have any questions, please email wfmteam@discounttire.com. We are happy to provide any assistance or coaching you or your stores may need.
