

## CREW Time Tools to Execute the Best Practice

### Scheduling

Crew Time is designed to provide the right number of people at the right time for your store. Make sure to schedule 100% of Demand Hours, then add Training Hours and Receiving hours to equal total hours scheduled.

#### Things to consider:

- Focus on scheduling accurately throughout the day.
- Start by assigning Open Shifts to qualified, available employees.
- Avoid manually assigning shifts outside demand coverage.
- Use the Coverage Graphs and Roster Report to identify potential gaps in coverage. Is demand unfilled due to (a) a staffing/headcount shortage, and/or (b) a certification gap?

### Coverage Graphs

The coverage graphs are a great tool to help you understand the potential gaps of covering the demand. Your scheduled hours (grey) should meet or exceed the demand (blue) graph through the day. Training and Receiving hours will put the scheduled (grey) graph above the (blue) demand graph.

The top graph shows the over/short headcount throughout the day.



This graph shows the over/short by role throughout the day.



### Daily Schedule to Demand %

Understand each day's schedule to demand % and which roles you may be over or short for the day. To look at your daily schedule to demand %, click on the day in the weekly schedule.

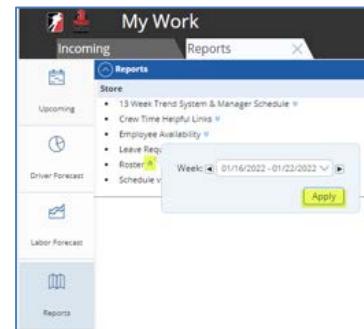
#### Things to consider:

- Training and Receiving hours will make you over schedule to demand; this is OK as these necessary tasks are not in the demand forecast.
- Is my Availability accurate for my employees?

# Roster Report

Demand may be unfilled due to staffing shortage or certification gap. Run the Roster Report to review the employee certifications to help determine any opportunity to train your people. Also, the estimated headcount is a good baseline to see if you have sufficient staff to meet demand by role.

To access the report, click on the Reports icon inside Crew Time. Click on the blue arrow next to the Roster Report and select a week to view.



## Related Resources

- Scheduling Learn More page
- Crew Time Reference Materials page

## Contact

If you have any questions, please email [wfmteam@discounttire.com](mailto:wfmteam@discounttire.com).