CREW Time for Regional Staff

Purpose

This guide familiarizes Regional Staff with CREW Time functionality along with highlighting some auditing procedures that will help ensure stores are effectively using CREW Time to ensure the following:

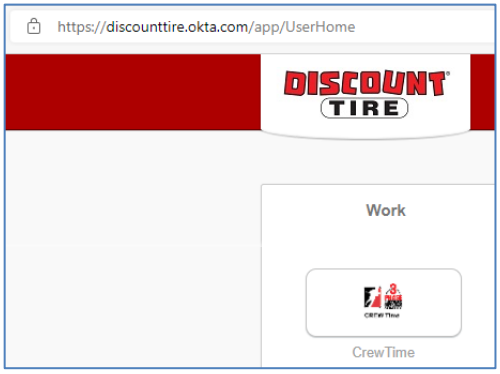
< 105%
105% to 113%
>113%

- ✓ Follow Schedule to Demand Best Practice of scheduling 105%-113%
- ✓ Schedule people for receiving and training, so as not to disrupt Sales and Service execution
- ✓ Provide our people with a schedule that meets their expectations for appropriate tasks, total hours, and fits their availability

Okta Login

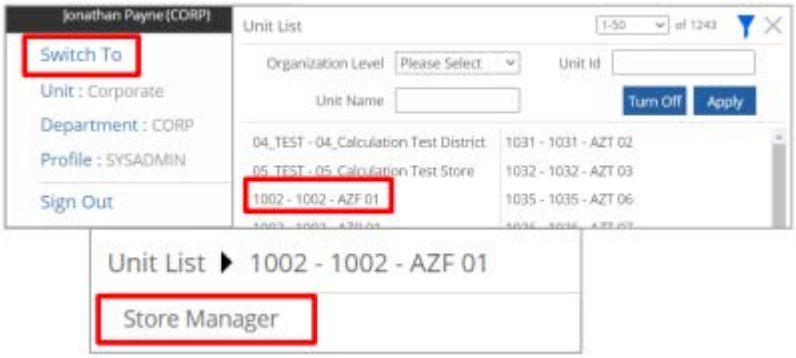
CREW Time is accessible from any browser

1. Enter **discounttire.okta.com**
2. Select the CREW Time Tile



Viewing Store List

1. Click on your name in the upper-right corner
2. Then click **Switch To**
3. **Select a store** and then **click Store Manager**



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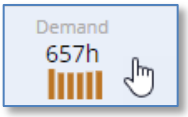
Scheduling Best Practice

Schedule to Demand Execution should fall between 105% and 113% to effectively meet customer demand, with additional hours for Training and Receiving.

When scheduled **between 105% and 113%** execution, stores are best set up to capture the greatest percentage of their forecast demand and support daily operations.

While this does not guarantee demand capture, following this Best Practice supports your store's ability to improve results.

Using the weekly Report



Schedule to Demand should be between 105% and 113% of forecasted Demand Hours. Demand Hours are the number of hours in Manager, Sales, and Service roles calculated by the system.
Stores below 105% are typically challenged to capture the expected demand. These stores should have a plan in place for the training or hiring required to move into the Best Practice range.
Stores in green (105%-113%) have better positioned themselves for success.
Stores in red that are over scheduled relative to the system's recommendation, sometimes may schedule significantly beyond Demand Hours.

- New locations with lower demand
- High volume stores.

Managers have the autonomy and ability to respond to changes in demand, training requirements, merchandise receiving requirements, or other factors that affect the hours for their stores.

Sched (M) / Demand	Demand Capture	Mgr Scheduled	Demand Hrs	# of Trainees	Training Hours	Receiving Hours	Open Shifts (System)	Open Shifts (Manager)
96.1%	92%	524	545	2	30	7	10	5
112.3%	108%	578	515	4	10	4	10	8
111.2%	105%	625	562	1	22	6	10	8
98.2%	96%	461	470	1	24	8	1	15
106.4%	103%	568	533	2	0	0	11	26

- Are they understaffed, leading to under scheduling?
- Do they have excess headcount (perhaps due to a new store coming online)?
- Is there a trust issue with the forecast – does the manager feel the need to under schedule for some reason?

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Weekly Report: Trainees

Developing our people is a critical task. CREW Time does not schedule trainees, since they do not have qualifications needed to meet customer demand. It is the manager's prerogative and responsibility to create training shifts for new hires, and to assign training as a task to whose employees who are working on advanced certifications.

Sched (M) / Demand	# of Trainees	Training Hours	Open Shifts (System)
112.3%	4	10	10
111.2%	1	22	10
98.2%	1	24	1
106.4%	2	0	11

3

Several nuggets can be found in this data.

- It provides a gut check for headcount. If the store is under scheduled and has open shifts, are there trainees being prepared to take those tasks?
- Are appropriate training hours being assigned? *Two trainees on the roster with no training hours can indicate that the process for entering training is not being followed.*

Managers have the authority and ability to assign a Service Tech shift to someone who is not quite qualified within the system – has not yet completed an observation and is working under supervision, for example. This choice may be reflected in the data; if so, it's certainly worth discussion.

Weekly Report: Receiving

Like Training, Receiving is not auto scheduled. Managers should assign the task of Receiving to an appropriately qualified and available employee without compromising workflow.

The Standard for this is 2 hours for each 100 units received.

Sched (M) / Demand	Receiving Hours
112.3%	4
111.2%	6
98.2%	8
106.4%	0

4

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Weekly Report: Open Shifts

Consider Open Shifts as an empty grey box in the KD18 Daily Workflow Schedule. It indicates that CREW Time was unable to find an available, qualified Trusted Expert for a shift. Managers are expected to assign open shifts to appropriate people, and to develop their people to minimize the number of shifts the system is unable to assign. Details are in the CREW Time Manager Guide on page 7.

Sched (M) / Demand	Der	rs	Open Shifts (System)		Open Shifts (Manager)
112.3%			10		8
111.2%			10	2	8
98.2%			1		15
106.4%			11		26

A significant number of Open Shifts (System) can be additional confirmation that the store has a staffing or training opportunity. One open shift per week is expected; it is the manager's day off, which is not filled by the Senior Assistant (by design)

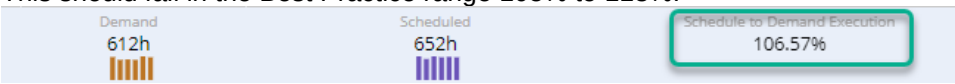
Weekly Report: Demand Capture

Executing on the steps above will put stores in the best possible position to execute on CES and ETV best practices.

Sched (M) / Demand	Demand Capture	M
112.3%	108%	
111.2%	105%	
98.2%	96%	
106.4%	103%	

At the Store: Schedule Execution

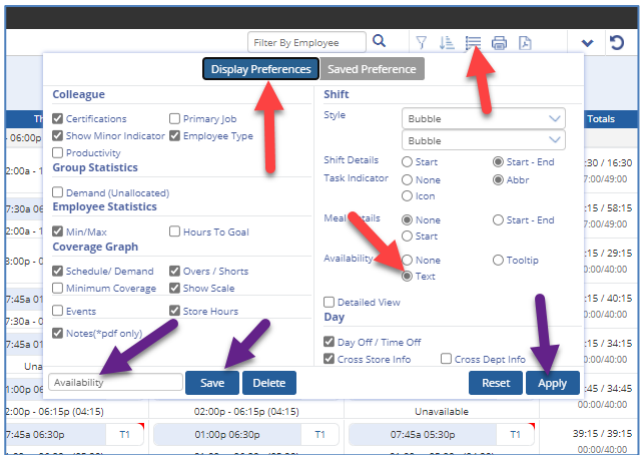
Begin with the weekly Demand Hours, Scheduled Hours, and Execution for the System Generated Schedule. You can select different schedules using the drop down. This should fall in the Best Practice range 105% to 113%.



At the Store: Looking at Availability

Use Display Preferences to view availability alongside the scheduled shifts to help diagnose conflicts.

The Red arrows tell you how to overlay availability the Purple arrows show you how to save this setting in saved Preferences for easier access in the future.



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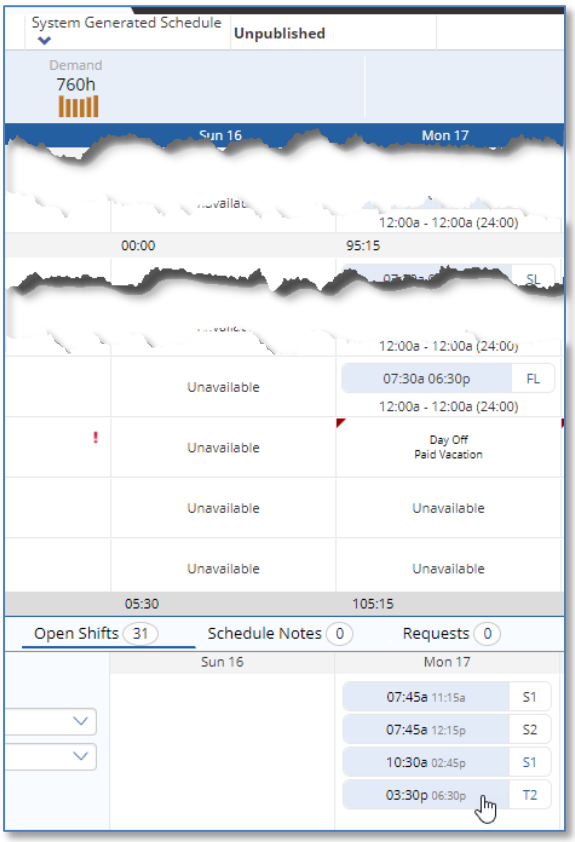
At the Store: Open Shifts

You can use the System Generated Schedule to view tasks that CREW Time was unable to assign to a Trusted Expert. Again, Display Preferences > Availability can help diagnose.



Task Abbreviations:

SM Manager

SL Sales

FL Floater

S1 Svc Coord Cell 1

S2 Svc Coord Cell 2

C1 Crew Chief Cell 1

T1 Tech Cell 1

TR Training

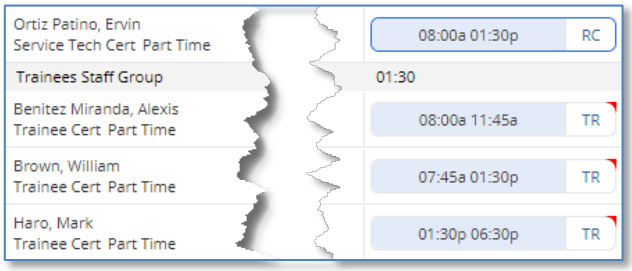
RC Receiving

AC Air Check

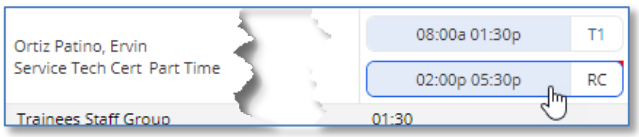
Store managers can *click and drag Open Shifts* to appropriate people, or they can use the *Assign* function. If managers assign the open shifts appropriately the count (Manager vs. System) should go down. *A store whose open shift count increases indicates an opportunity to review the editing and shift assignment process – you should not typically increase open shifts.*

At the Store: Training and Receiving

The store schedule should show a task abbreviation for each shift created. Trainees should be scheduled as Training and receiving should be clearly indicated as well.



It's perfectly acceptable to enter and use "stacked" tasks, as shown below.



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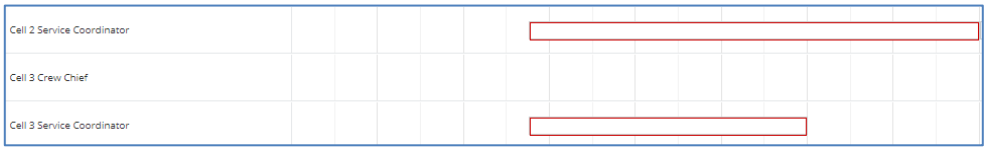
At the Store: Workflow Display

- Click on the day in the blue line at the top of the schedule, then click on Activity Based View. Review this for anything you might have missed. The Employee Availability Report will assist in finding employees to cover shifts.
- Use the activity-based view as the workflow play, Empty red boxes in the ABV are the same as empty grey boxes in KD18. These red boxes are areas of demand that the system could not find coverage for; use open shifts to fill these gaps.



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.

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