

Key Performance Indicators

Empower Faster, More Accurate Decisions

In order to manage labor costs effectively, your team needs access to the right business intelligence data. That's why our WorkForce Suite includes built-in Key Performance Indicators (KPIs) to help users synthesize raw labor data into clear, actionable information.

WorkForce Suite includes a library of standard KPIs, providing a rich set of labor metrics for decision makers across the business. All of the following KPI charts are available to managers at the click of a button, and users can self-select one to be displayed on their Home Screen upon log in. In addition, the bank balance KPI is available to all employees.

Scheduled Versus Actual Work Hours

This KPI compares a team's scheduled hours to the hours actually worked so managers can improve scheduling and workforce utilization. This rolling weekly snapshot can prompt managers to take action at the first sign of deviations from the schedule, providing a quick and convenient way to monitor workloads and continually fine-tune staffing levels.

Labor Hours by Pay Code

The Labor Hours by Pay Code KPI provides a broader view of workforce utilization to help you plan efficiently and prepare for future needs. Its month-by-month snapshot breaks down hours on straight time, overtime, other premiums, and all forms of time off, so you can quickly notice patterns and anticipate future labor challenges. This insight can help decision makers more effectively manage labor costs in the best interests of the business.

Labor Cost by Pay Code

Complementing the Labor Hours by Pay Code view, this KPI gets straight to the bottom line: labor expense. A detailed snapshot of labor costs shows how your costs break down between a configurable group of your most important pay codes, such as those representing straight pay, premiums, or paid leave. The KPI's rolling 12-month format brings trends or patterns immediately into view, showing managers and business leaders how overtime and other labor costs figure into their total expenses.

“Organizations whose managers have direct access to business intelligence for use in decision making significantly outperform those without such access by 10% higher revenue per employee, 37% higher profit per employee, and four times the operating income growth.”

- Sierra-Cedar, “Going Global with HR Technologies: 2014”

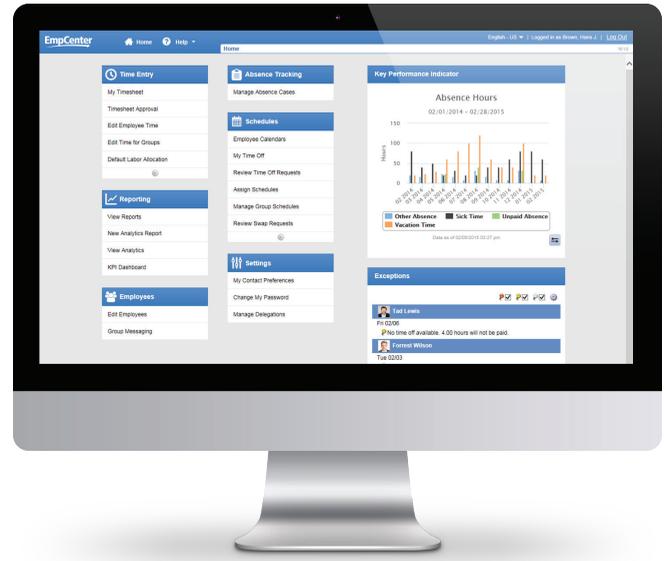


Absence Hours

Absences can be costly and disruptive to operations, and many employers lack the means to view them as a whole. The Absence Hour History KPI gives your managers a broad view of employee absence at a glance. A month-by-month chart can suggest signs of potential leave abuse and help managers plan capacity for the future.

Labor Cost by Most Common Labor Distribution

Activity based costing (ABC), an optional extension within WorkForce Suite, allows you to precisely attribute work hours to specific projects, cost centers, or other labor distribution (LD) fields. Now managers can see figures for multiple LD data series at once, displayed in an easy-to-read line chart that shows a rolling 14-day period. Managers can use this information to quickly assess the costs associated with various projects, cost centers, or other LD fields.



Labor Hours by Most Common Labor Distribution

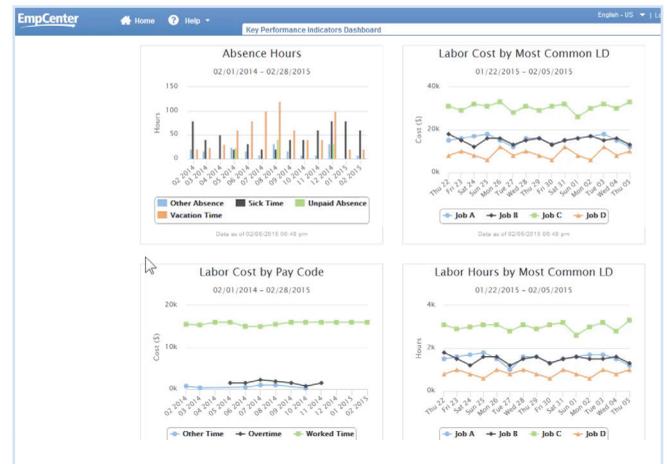
Similarly, within organizations that enable WorkForce Suite's ABC functionality, managers can also view LD data by labor hours, instead of cost. This KPI shows the number of labor hours allocated for multiple sets of LD data fields over a rolling 14-day period. With data from this easy-to-read line chart, managers are empowered to optimize workforce utilization by proactively reallocating employees to different projects or cost centers as needed.

Overtime Worked

Equip your managers to control overtime hours proactively and comply with overtime equalization rules. This KPI displays how much overtime employees have worked over a rolling 7-day period so managers can quickly verify that overtime is equally distributed.

Overtime Cost

Visibility is essential to controlling overtime costs. This KPI displays the cost of overtime hours worked for each day over a rolling 7-day period to help managers see trends in overtime expenses.



Bank Balance

Available to all employees, this KPI displays individual time-off balances and usage over a rolling 20-day period.

All of these KPIs complement WorkForce Suite's library of standard reports, as well as the ad hoc report capabilities available through WorkForce Analytics—making it even easier for your managers to make data-driven decisions.