

Manpower Productivity

“CRUNCHED” MANPOWER

Employers are increasing focus on how they can enhance productivity from their existing manpower pool without investing in new headcounts. This has driven the need to reduce costs ahead of economical unrest in 2012. It is also categorised by difficulties in recruiting the right staff due to low unemployment rates and rising wages. Has your company explore ways to improve your current processes and reduce staff overtime? Did you set realistic goals and strengthen communication within the company?

FIVE TIPS FOR INCREASING STAFF PRODUCTIVITY

1. Implementing skilled management — sufficient supervision so that employees feel supported and encouraged without being micromanaged.
2. Using teams and employee input as motivation.
3. Offering flexible time schedules or telecommuting.
4. Giving workers access to adequate breaks to restore energy.
5. Creating a work environment where employees are respected by management and free from any form of harassment.



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SPECIAL POINTS OF INTEREST

- Mobile P-O-S
- Company relocation and redeployment processes

Green Facts:

The average American office worker uses about 500 disposable cups every year. Every year, Americans throw away enough paper and plastic cups, forks, and spoons to circle the equator 300 times.¹ Over 7 billion pounds of PVC are thrown away in the U.S. each year. Only 18 million pounds of that, about one quarter of 1 percent, is recycled.²

Less than 1 percent of plastic bags are recycled each year. Recycling one ton of plastic bags costs \$4,000. The recycled product can be sold for \$32.³ Chlorine production for PVC uses almost as much energy as the annual output of eight medium-sized nuclear power plants each year.⁴

¹<http://earth911.com/news/2010/06/21/recycling-to-go-plastics/> ²<http://earth911.com/news/2010/05/24/the-numbers-on-plastics/> ³<http://earth911.com/news/2009/11/23/the-ultimate-plastic-breakdown/> ⁴ Clean Air Council. (2009, May). Why Plastic Bag Fees Work



Source : <http://www.ruggedtabletpc.com/blog/?Tag=credit%20card%20reader>

RETAIL PRODUCTIVITY = MOBILE P-O-S?

Businesses are always on the lookout for ways to remain competitive and productive in today's environment. For firms in the hospitality industry, effectively communicating with customers is the key to keeping their edge. For restaurant operators specifically, embracing technology for **mobile point-of-sale (POS)** is the latest tool to provide enhanced customer service. The trend toward tableside order placement and payment is becoming increasingly popular as more and more restaurants move from stand-alone terminals to mobile computers equipped with payment applications and magnetic card readers.

The overall success of retail organizations is highly dependent on the accuracy and efficiency throughout the supply chain. **Rugged tablet PCs enable real-time tracking from the moment a product leaves the manufacturer's warehouse to the time it is placed on display and then purchased by a consumer.** These devices make it possible for each and every employee, regardless of location, to access and enter critical information at the point of customer interaction.

Eliminate Long Lines by Implementing Rugged Tablet PCs

Nothing daunts a customer more than walking into a store and seeing long lines at the register. It's no secret the experience at the checkout stand has one of the biggest impacts on customer satisfaction.

Customers lead busy lives, and are pressed for time. When a customer sees lines, they mentally calculate how long it will take to get through them. If they think it will take too long, they may leave or choose to go somewhere else next time.

Customers who have just started to pick up items may abandon their purchases when they see the lines. Not only have you lost a sale, now employees must waste time re-turning the items to the shelves. Customers who have to wait in the long lines can leave with a negative impression of your business.

One possible solution to long lines is to eliminate the need for lines entirely. With a mobile rugged Tablet PC, checkouts are no longer limited to the register. If the tablet PC is equipped with point-of-sale software and a magnetic stripe reader, any employee can complete a credit or debit card sale from anywhere in the store.

A salesperson can check inventory, run the transaction, and transmit the order. All the customer has to do is walk out of the store, while the salesperson is free to move on to helping the next customer.

According to the September 2010 Mobile Retail, 38 per cent of retailers are currently implementing **mobile point-of-sale technology**. This is an increase of **over 200 per cent compared to the results of a survey at the end of 2008. 65 per cent of retailers consider mobile POS as a primary way to offer a personalized and interactive experience to customers.**



REDUCING OVERHEADS WHILE INCREASING STAFF PRODUCTIVITY

There is a demand from the public for improved service delivery; so public sector organisations are looking for ways to make service delivery more accessible, convenient and efficient - delivering 'more for less' and providing 'best value' for the taxpayer. With citizens expecting 24/7 access to services, effective team working becomes increasingly important. One way is to create virtual contact centres allowing teams to be geographically dispersed without requiring any specialist equipment for each staff member, even where calls are to be recorded. The contact centre can be fronted with an interactive voice response system so that routine calls and calls requesting standard information can be handled automatically without requiring human intervention. Our solution reduces costs of operation and deployment by enabling authorities to build their own highly customised call handling solutions, without specialist technical knowledge. State-of-the-art text-to-speech technology within the solution provides a consistent professional voice without requiring a voice artist and recording equipment. These voice solutions can be fully integrated into the authority's back-office systems, for example, to allow 'current status' type enquiries to be supported.

SUPPORTING FLEXIBLE WORKING ARRANGEMENTS

Managers need solutions to meet and manage the challenges posed by the growing demand from staff for more flexible work arrangements. These can include working non-standard hours, part-time working or working from home. Currently, there are solutions in the market that enable staff to be always contacted on the same number, regardless of their current work location. In addition, it is also important to equip home workers with all the features normally associated with the office PBX, such as corporate voicemail, membership of call answering teams and advanced features such as call recording. Management reports can be provided on call handling to measure performance and ensure that targets are being met. Call handling solutions will also enhance distributed team working by allowing incoming calls to be automatically shared amongst available team members, irrespective of their current location, an option that is particularly useful for supporting departmental help desk and out-of-hours services.

Source: <http://www.teleware.com/markets/public-sector/>

BENCHMARKING : MAINTAINING EMPLOYEE PRODUCTIVITY

Key Findings

Research by Best Practices, LLC, a US research firm suggests that **companies with outstanding relocation and redeployment processes** enjoy a wide range of benefits. They report **higher employee satisfaction during and after the move, increasing positive perceptions of the company**. They have better employee performance – and improved retention – which also lowers costs. Finally, and most importantly, companies that successfully execute relocation/redeployment staffing and transition processes **meet business objectives for growth and economic success**.

To deliver these benefits, companies must manage relocation and redeployment programs as **integrated processes that leverage human and technological components fully**. High-performing companies must measure the results of their relocation and redeployment processes and identify opportunities for continuous improvement. Research analysts have identified **five key operational areas that form the foundation of superior relocation and redeployment programs**:

1. Employ cross-functional teams, tools, techniques and structures to incorporate diverse perspectives into the relocation and redeployment process.
2. Conduct broad-based needs assessment to create a win-win solution for the company and employees affected by relocation.
3. Develop targeted selling points and incentive packages to inspire employees to relocate to the new facility.
4. Proactively address employees' issues and concerns through early and consistent communications of relocation/redeployment packages and support services.
5. Employ integrated change and transition management tactics during relocation to maintain employee satisfaction and corporate productivity.

Source: <http://www.best-in-class.com/bestp/domrep.nsf/products/relocation-excellence-maintaining-employee-productivity>

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