



Overview of Services and Tools

Labor Solutions International, Inc.

In today's competitive retail environment, poorly managing labor is not an option!

The competitive explosion in all retail sectors today has put gross margins "under attack". As margins drop, the retailer is challenged to lower operating costs in order to maintain profitability, while sustaining or improving customer service levels. Since labor is the largest controllable operating expense, labor costs must be addressed.

To reduce store labor, while maintaining acceptable levels of customer service, the retailer must address workforce productivity. Implementing better store methods and practices, new technologies, improved labor scheduling and more efficient store designs are all required components to both improve workforce productivity, and stay competitive.

Labor Solutions International, Inc. (LSI) is a leading consulting and engineering firm specializing in the implementation of workforce management solutions. LSI's suite of services and tools are targeted specifically at these important business challenges for our retail clients. Since 1996, LSI has successfully implemented labor management solutions at some of the largest retailers in North America. Our team of experienced professionals, along with state-of-the-art tools and innovative methods, have delivered significant benefits to our clients, including:

- Reduction of Wasted Store Labor
- Improved Customer Service
- Optimization of Workforce Productivity
- A Framework for Continuous Improvement
- A Foundation for Efficient Store Design

Let us show you how our Implementation Consultants and Retail Industrial Engineers can help you achieve a total labor management solution for your company.

Improving store productivity and customer service through workforce engineering solutions.

- Engineered labor standards development for the retail store environment, using state-of-the-art tools and methods.
- Customer services standards and analysis.
- Process improvement / Best Practice analysis.
- Workforce management consulting.
- Labor management integration services.
- Workforce productivity tools – LaborCentral™:
 - ProfileManager™
 - LaborCalculator™
 - BudgetSolution™
 - LSI Navigator™
 - Quality Assurance Assistant™
 - Compliance Reporting Assistant



Engineering Services

Process Improvement / Best Practice Analysis

Improving store processes in order to maximize store productivity and customer service is a key objective for all retailers. LSI retail industrial engineers can assist your team in identifying and quantifying these areas of opportunity in your stores. Our engineers will use our structured tools and methodology to model alternative processes prior to incurring any costs for re-training or equipment. This approach will ensure that the productivity benefits you expect from these changes will be achieved, and that you will continue to leverage your investment in engineered labor standards.

Outsourced Engineering Services

Since your stores are dynamic environments, your labor standards must be maintained to reflect these changes in your business. LSI can provide an outsourcing maintenance agreement to meet your on-going engineering requirements. We can structure this agreement to meet your specific needs, so you only pay for what you need.

Comprehensive Database of Retail Industry Standards

LSI provides a database of industry standards for store departments across most retail sectors. These standards have been developed in a leading-edge tool and can be customized for your specific stores. What this means to you is that LSI can customize labor standards for your stores using a rapid development approach, thus lowering your overall costs of development and deployment.

“Engineering the Store” through leading-edge methods and tools.

- Retail Industrial Engineers with “real world” industry experience in both standards development and labor scheduling.
- Proven and structured standards development methodology.
- Leading-Edge standards development methodology and tool, using EASE®.

Labor Standards Development

Labor standards are at the heart of any successful labor management environment. LSI's industrial engineers can develop labor standards for all your store departments. Our engineers use a proven methodology, which includes a leading edge development tool - EASE®.

Standards developed by LSI become key components across all workforce management areas:

- Labor Scheduling & Budgeting - Accurate labor standards ensure the right labor hours are generated for both the stores' weekly schedules and labor budgets.
- Performance Reporting - Evaluating a store's performance against their standards becomes a critical component for identifying opportunities for labor savings.
- Best Practice & ROI Analysis - Standards developed using LSI's methodology and tools will allow you to model both changes in store processes, and investments in new equipment.
- Efficient Store Design - Using engineering analysis to evaluate the differences in labor productivity for store & department layouts, and store fixtures & equipment can build labor efficiencies into the store design process.

Customer Service Standards & Analysis

In today's competitive retail environment, it is critical that the right labor hours are scheduled week-to-week to support customer service requirements. LSI has developed, and perfected, a leading-edge customer service analysis methodology, using Palm-based technology, to accurately measure customer service standards. These standards become an important component of the overall workforce management environment for your stores.

*How much labor does it **really***

take to run your stores?



Workforce Management Consulting

Managing store labor goes well beyond the weekly forecast and schedule. LSI's experienced team of consultants can work with your operations group to ensure: all the right labor management components are in place; the right store data is being leveraged to generate accurate labor requirements; store management personnel have the right training and coaching to improve their effectiveness; and, an environment of performance reporting and continuous improvement is in place to ensure you are achieving the maximum benefits from your workforce management investments.

Labor Management Software Selection

Selecting the right labor management software package for your company is a critical first step in a successful labor management implementation. LSI's experienced consulting team can assist you through this important process, including:

- Identify your critical functional and technical requirements
- Evaluate vendor packages against these requirements
- Select package and negotiate contract
- Develop implementation strategies and plans

LSI's knowledge and experience in labor management systems ensures the "best fit" selection for your company.

Benefits From Labor Management Systems Are Only Achieved After a Successful Implementation

- Consultants experienced in "real world" store labor management.
- Structured approach / methodology.
- Proven track record of successful implementations.

Labor Management Consulting & Integration Services

Labor Management Software Implementation

Benefits from labor management systems are only achieved after a successful implementation. LSI consultants work with our clients in all aspects of their labor management software implementation process, including:

- Configuration of the software for your specific requirements
- Testing the software using your configuration
- Developing new business process and procedures
- Identification and integration of transaction data drivers
- Conducting software training
- Pilot store planning and implementation
- Rollout planning and implementation
- Project management

LSI is an implementation partner with several of the leading software vendors. These vendors have selected LSI because of our knowledge of retail labor scheduling, our proven track record, and the value added tools and engineering services we provide to bring a total solution for your labor management implementation.

Store Manager Effectiveness Program

The long-term ROI from your investment in labor management systems, engineered labor standards, organizations and technical infrastructure will only be achieved if your store management teams are effective in the use of these concepts and technologies.

LSI can structure a custom Manager Effectiveness Program which includes:

- Training on labor management concepts and techniques such as forecasting and schedule writing.
- A management reporting / feedback environment to monitor store performance and identify store management teams that need additional "coaching".
- An ROI analysis to determine whether you are achieving your expected benefits from your labor management investments.

We don't make their software...

We make it work!