

Belk Exceptional Labor Scheduling

Introduction

This case describes the Belk Exceptional Labor Scheduling as a thoughtful and profound example of optimisation of operations as well as the management of the workforce in the context of a retail company. It illustrates the problem of schedule ineffectiveness and presents the strategies of Belk, a major department store company, in streamlining working hours.

Key Challenges

Peculiarities of large retailers were reported at Belk, for example, scattered schedules, low levels of employees' engagement, and decrease in organizational productivity. The old methods of scheduling were not dynamic enough to incorporate examples such as variations in the number of customers or the openness of shifts in employees.

Proposed Solutions

In order to overcome these challenges, Belk introduced the labor scheduling technologies driven by data. This system used recorded sales data, current customer flow data, both of which helped to devise better and more efficient employee schedules.

Conclusion

The real life case of the Belk Exceptional Labor Scheduling demonstrates that the application of technology and employee oriented approaches in workforce planning and management. As described above, Belk's accomplishment can be deemed as a best practice for the retailers striving to improve operations productivity as well as satisfaction of the employees.

Recommendation

This case is just a sample partail case solution. Please place the order on the website to order your own orignally done case solution.

Resource: Visit thecasesolution.com for detailed analysis and more case studies.