

HARMONY Duty Generator

Save Time and Expense with the Right Staffing Level

Does it seem as though work comes your way when you least expect it? Is your workforce unbalanced- not enough workers at peak times and too many during quiet times? In that case, HARMONY Duty Generator is the solution for you. With HARMONY Duty Generator you have an instrument at your disposal that enables you to adjust your staffing to the work demand.

By optimizing staffing levels, you quickly save time and expenses. After all, one less shift every day quickly adds up to a savings of 1 FTE. Additionally, workers feel more challenged when they are able to accomplish tasks instead of having their abilities wasted during quiet times or being overworked due to understaffing.

Peaks and Troughs

Most companies experience peaks and troughs in their business cycles. For example, the amount of work at an airport depends upon flight arrival and departure. Similarly, call centers have peaks during lunch breaks, while distribution centers usually experience more business earlier in the day. Companies are faced with a further challenge due to workloads that can vary from day to day or year to year. Seasonal fluctuations must also be considered. For staffing planners, it is important to ensure that the right amount of staff is available at peak times without causing an 'exodus' when things are quieter. After all, both overutilization and underutilization are detrimental to your organization and your employees.

The Right Staffing Level

There can be significant variations in the amount of staff needed at the same time during the day or week. One example is that it is fairly common for companies to operate with reduced staffing on weekends because the demand is less. The right staffing level is also important in sectors that are subject to seasonal fluctuations where precise determination of the number of required employees is vital.



The Right Shifts

Having the right employees at the right place at the right time is crucial for company success. This entails the optimized planning of shifts and shift lengths. The starting time and length of a shift should correspond as closely as possible with the relevant workload. There may be other factors worthy of consideration. For example, shift changes or delegations should be planned to take place at non-peak times (breaks) to ensure optimal efficiency. And it is preferable to schedule breaks for idle times. Social aspects may also play a role. It may not always be possible or acceptable for employees to start work or commute in the middle of the night.

Duty Generator

The goal of the HARMONY Duty Generator is the generation of an appropriate workforce demand at workstation level, which can be detailed down to the minute if desired. The Duty Generator determines the optimal workforce on the basis of documented staffing requirements. In addition, it is possible to optimize the definition of shifts and staffing per duty at the touch of a button. Based on these duties and staffing, you can then determine the duty roster.

Peripheral Conditions for Optimization

When generating the services and capacity requirements, various peripheral conditions can be taken into account. Examples include:

- desirable and undesirable shift starting times
- desirable and undesirable shift lengths
- break times, number of breaks and length of break
- the differences in contract terms within your workforce
- the required qualifications.

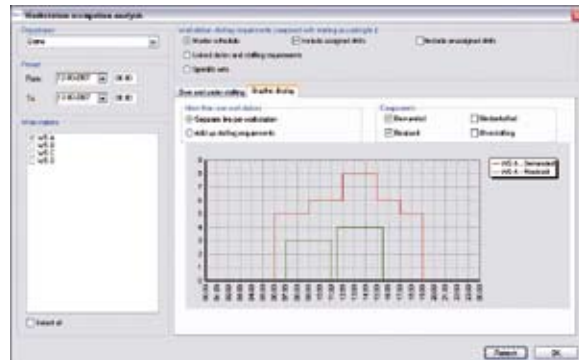
Scenario Analysis

Another feature of the Duty Generator is its ability to run through and analyze different scenarios.

It allows you to experiment with the peripheral conditions of duty assignment in order to assess their impact on capacity. The Generator accurately reports on the planning efficiency and staffing level as a result of the set conditions. Based on this, you can make balanced decisions regarding staffing level implementation.

How Does it Work?

HARMONY Duty Generator is an extension module of ORTEC HARMONY that connects to your existing HARMONY configuration. Depending upon your current version, an update may be necessary.



About ORTEC

ORTEC is an independent and leading organization in the field of consultancy and development of advanced planning systems. Since our establishment in 1981, our efforts have led to various decision-support systems and standard software packages, which are used worldwide in both logistic and financial markets.

More information

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