



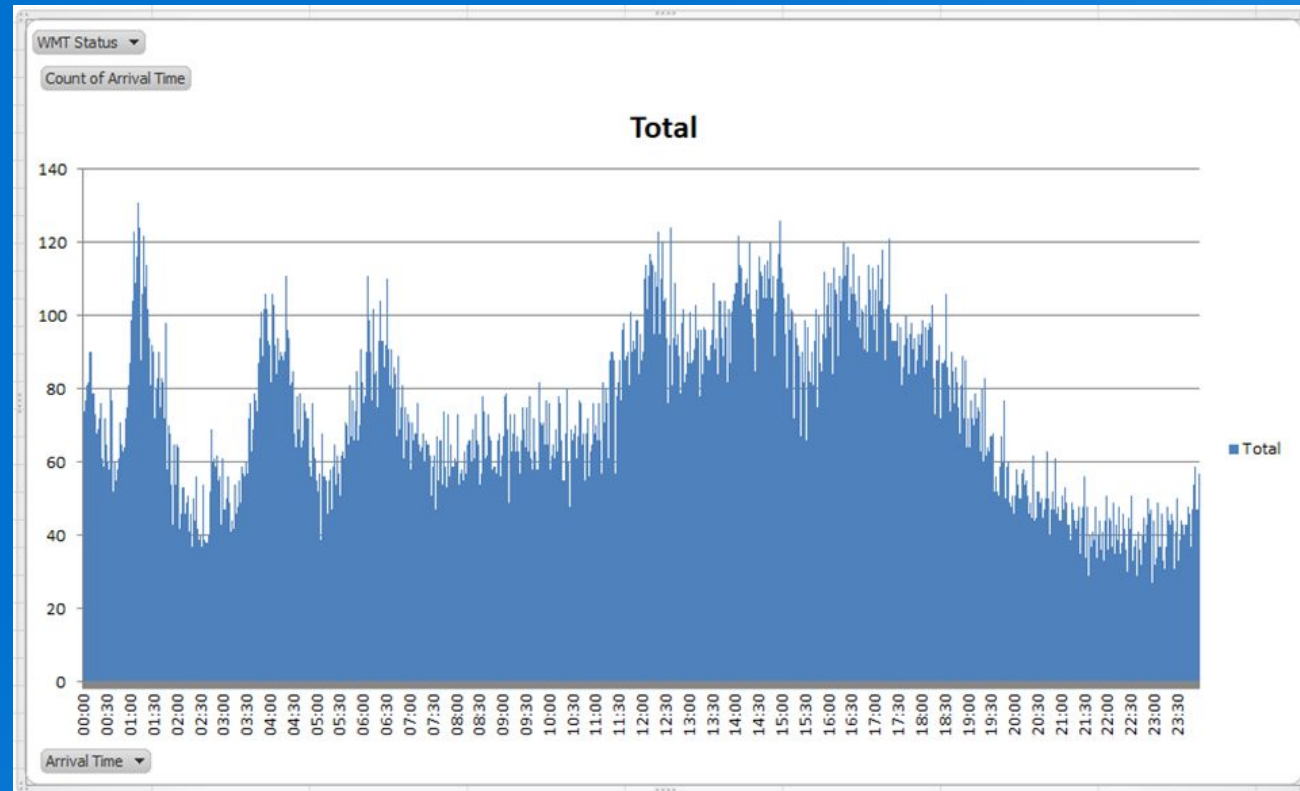
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# AP Staffing

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# Truck Gate Peak Times



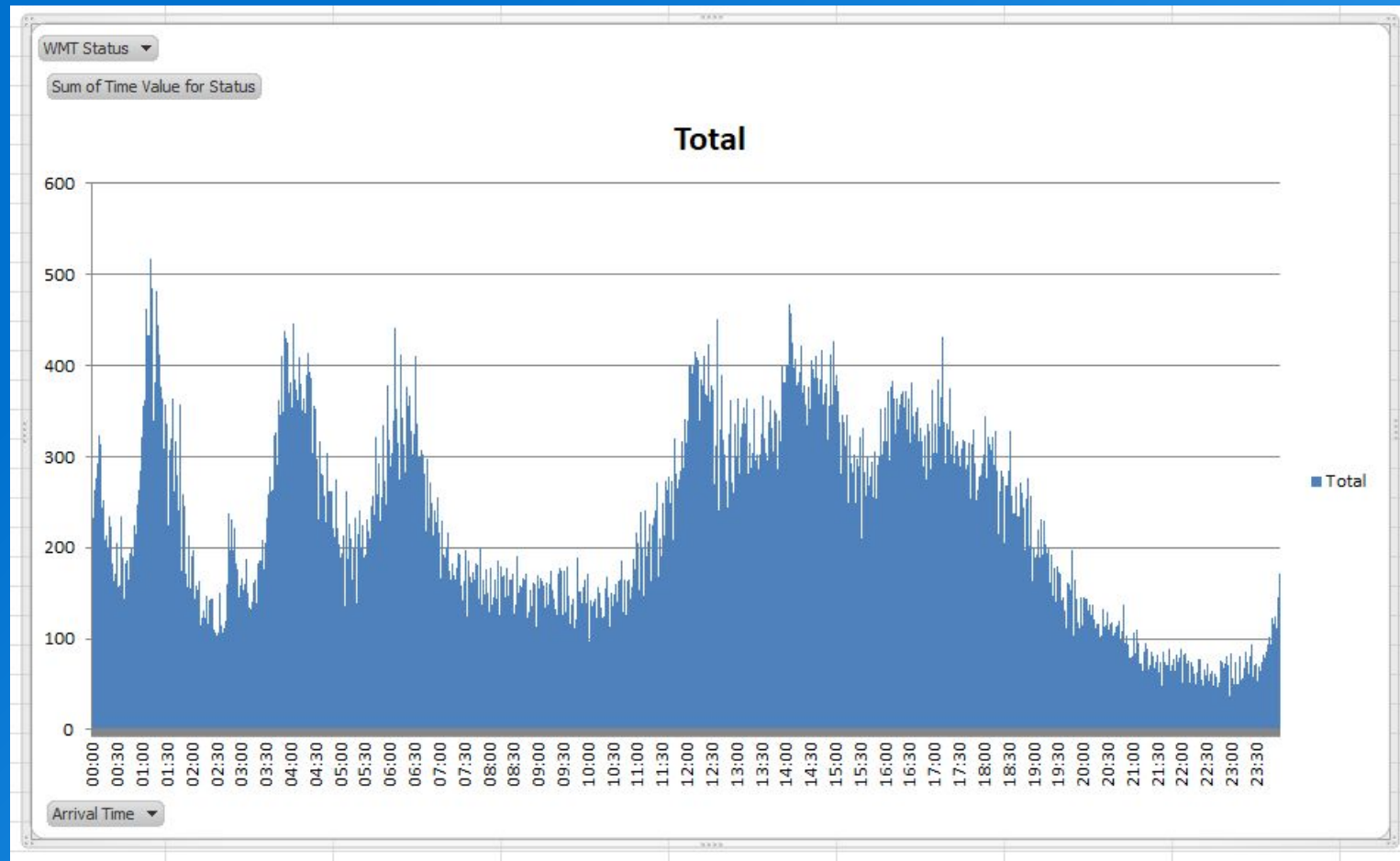
Count of  
inbounds by  
time period.

Data collected  
from Dec. 2018  
to Dec. 2019.

- The truck gate consumes the majority of an AP associates schedule. Therefore, in order to understand AP staffing needs, an understanding of truck gate peak and slow times is needed.
- The most time consuming truck gate processes are inbounding appointments followed by inbounding drops. This causes the time spent inbounding and outbounding at the truck gate to be closely linked to the appointment waves.
- Most appointments tend to arrive at the gate around one hour before their appointment time.

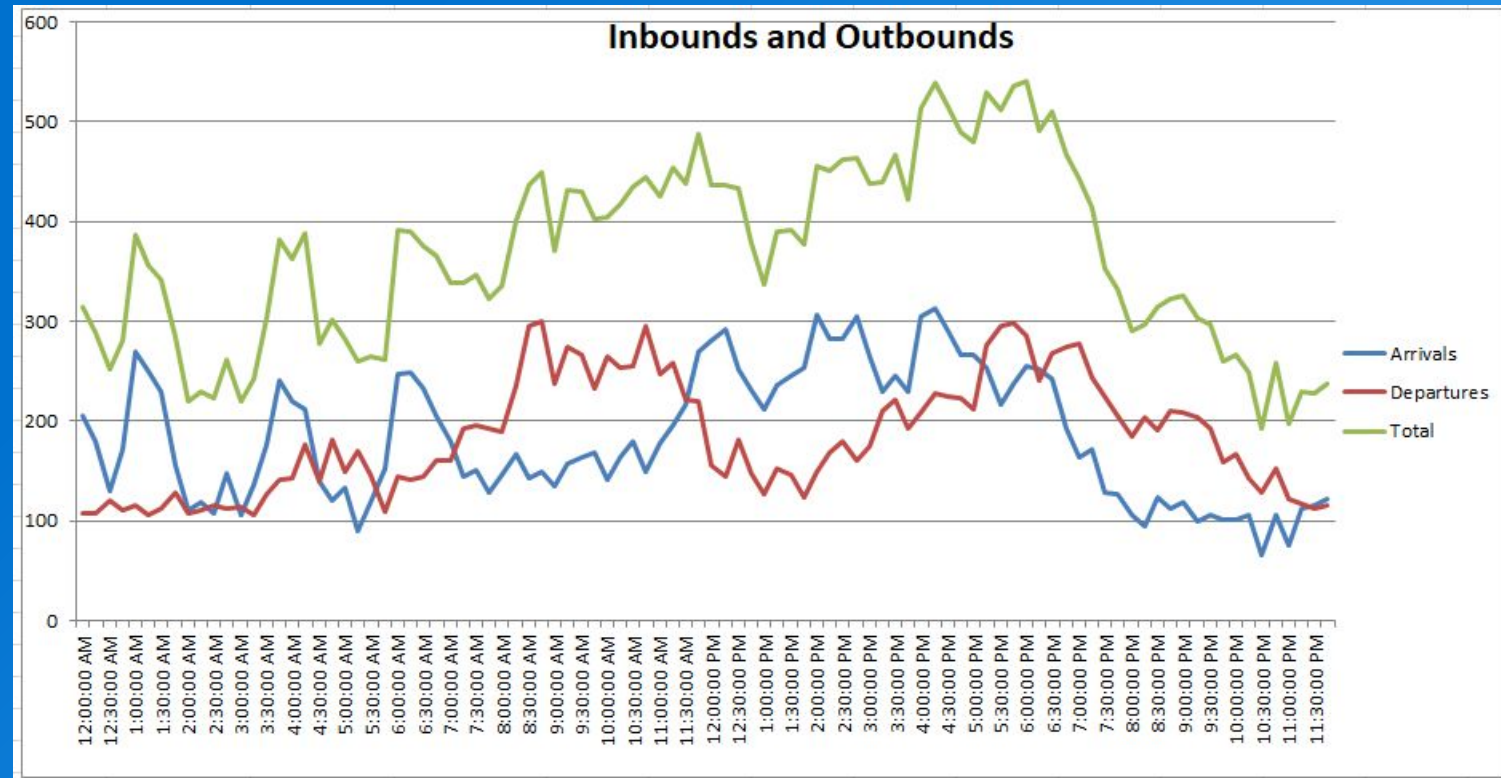
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# *Inbounds Weighted by Time Required to Complete at Truck Gate*



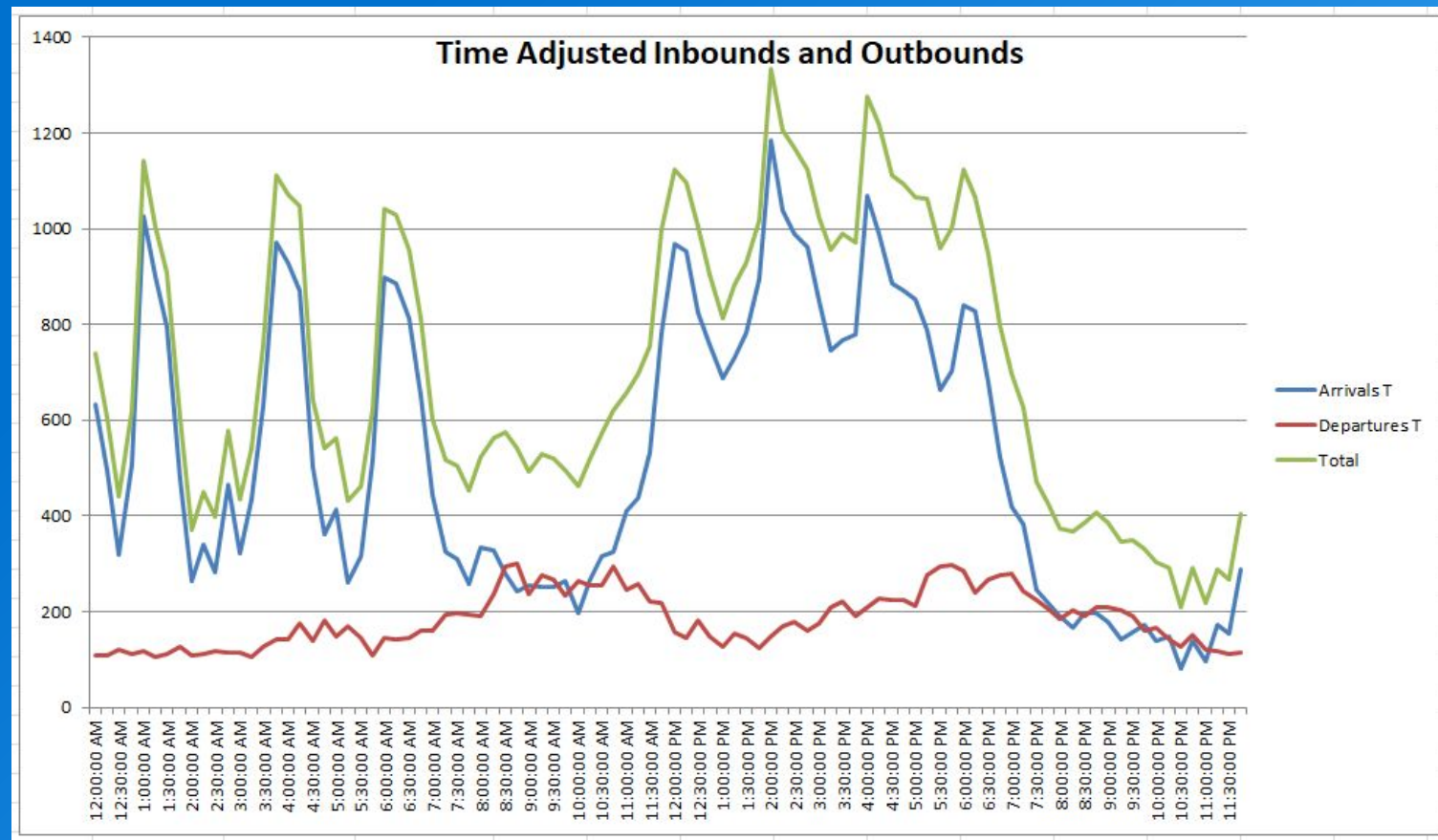
Appointments have a stronger effect when properly weighted.

# Inbounds and Outbounds Unweighted



- Data taken from a two month sample of inbounds and outbounds.
- Inbounds are blue and outbounds are red. Green is the total.

# Inbounds and Outbounds Weighted

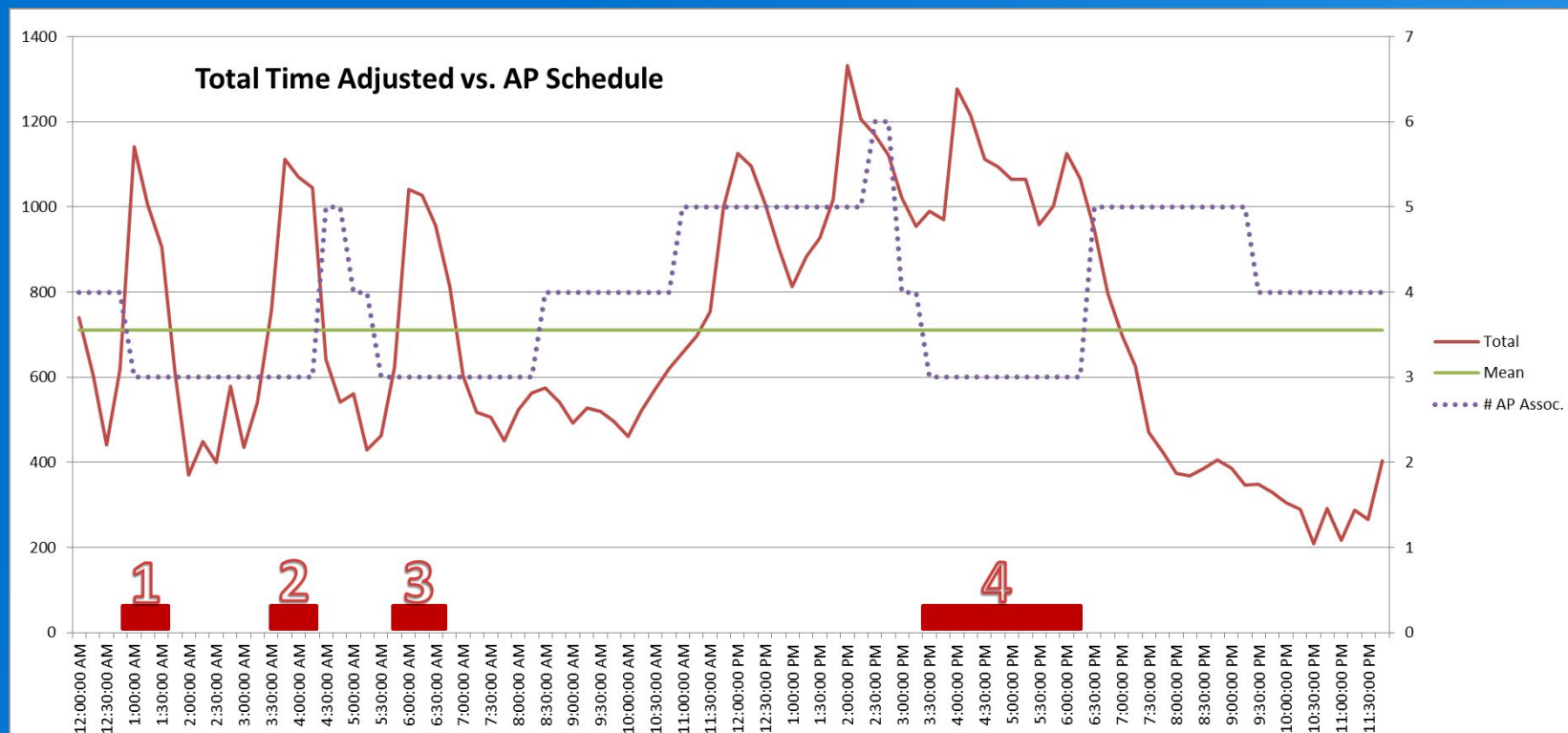


- Due to being time intensive, appointments overwhelm everything else with regards to truck gate peak times.
- Inbounds are blue and outbounds are red. Green is the total.





# Weekday AP Staffing vs. Peak Truck Gate Times



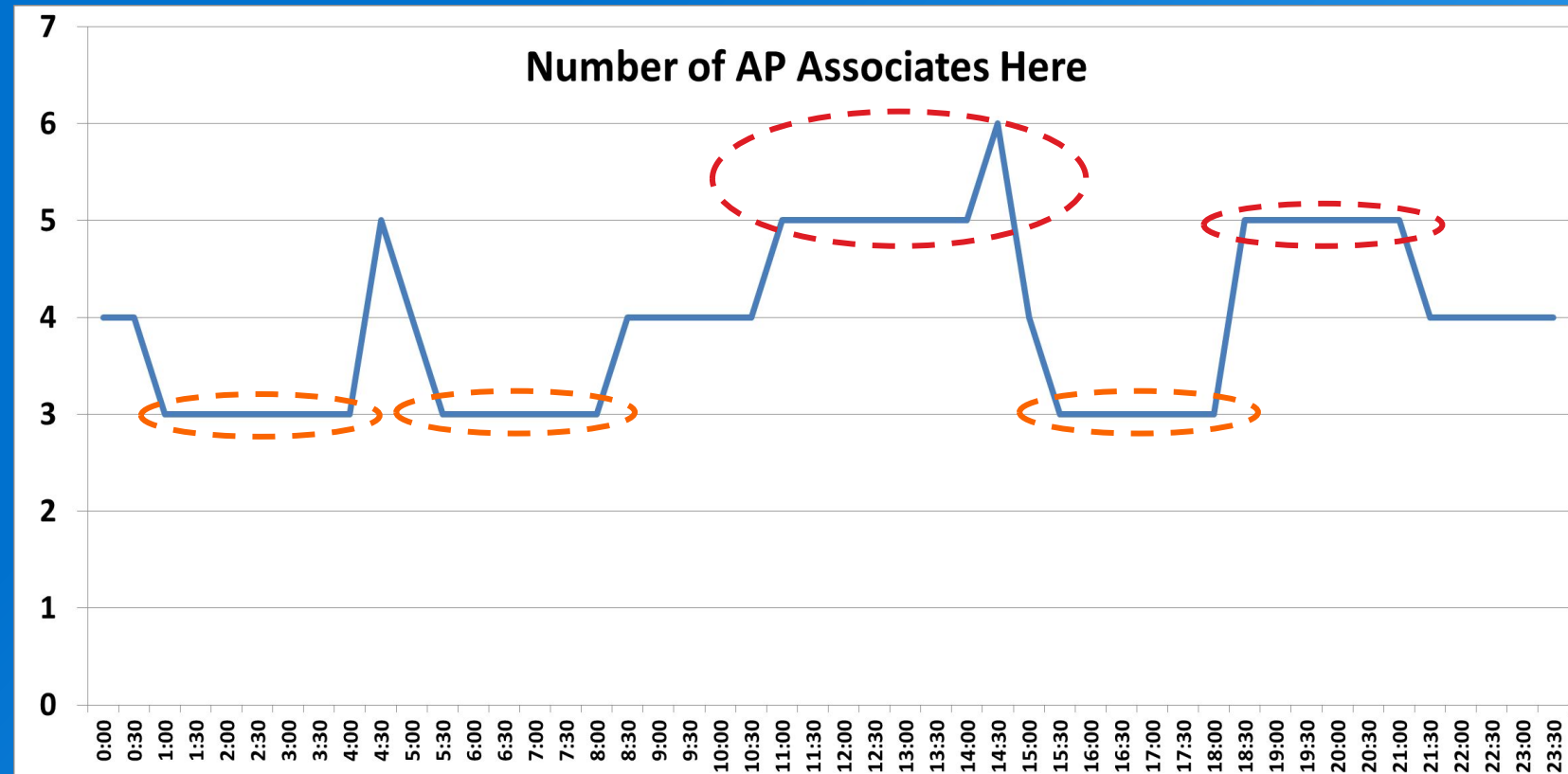
- Current schedule is ineffective even with 9 people (90 hours).

	Timeframe	Total Time	Concern Level	Notes
1	0:30 to 1:30	~ 1 hour	Low	2 people at gate/no breaks to cover/nothing going on inside
2	3:30 to 4:30	~ 1 hour	Low	2 people at gate/no breaks to cover/nothing going on inside
3	5:30 to 6:30	~ 1 hour	Medium	1 Person at gate
4	15:30 to 18:30	~ 3 hours	High	Longest timeframe of low coverage, Mid-day so also busy inside, Highest continuous truck gate volume ,1 lunch and 2 breaks must be covered during this time, New hire classes impact this timeframe as well.

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# Current Schedule Challenges

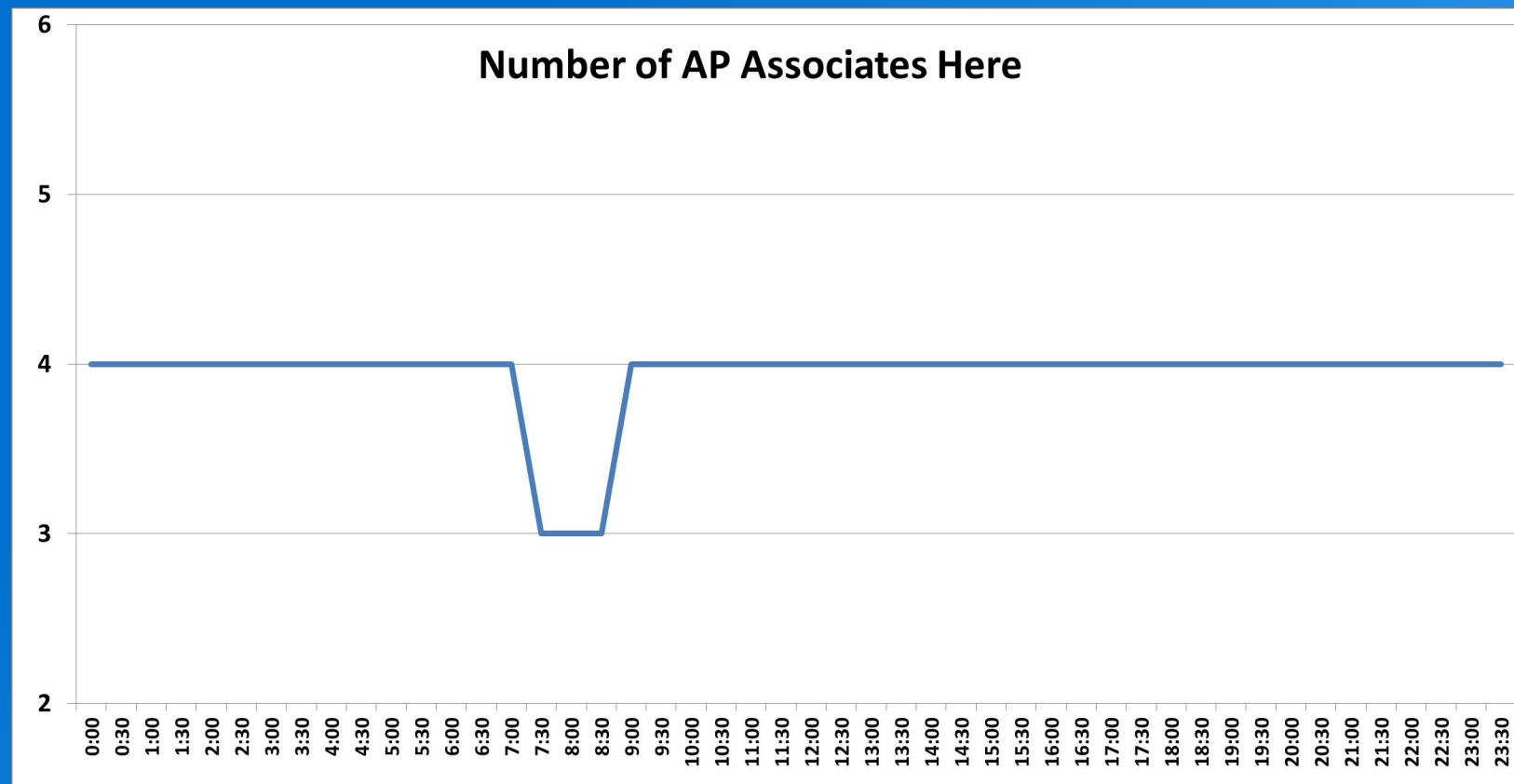


- Orange Circles - Difficult to find coverage for associates with days off or to cut hours from time frames with only 3 people here.
- Red Circles - Unnecessary people here using too many hours during time with 5+ people.



# *Optimal Schedule With 9 People (90 hours base)*

\* Individual associate schedules that make up this graph are in Excel tool to follow.



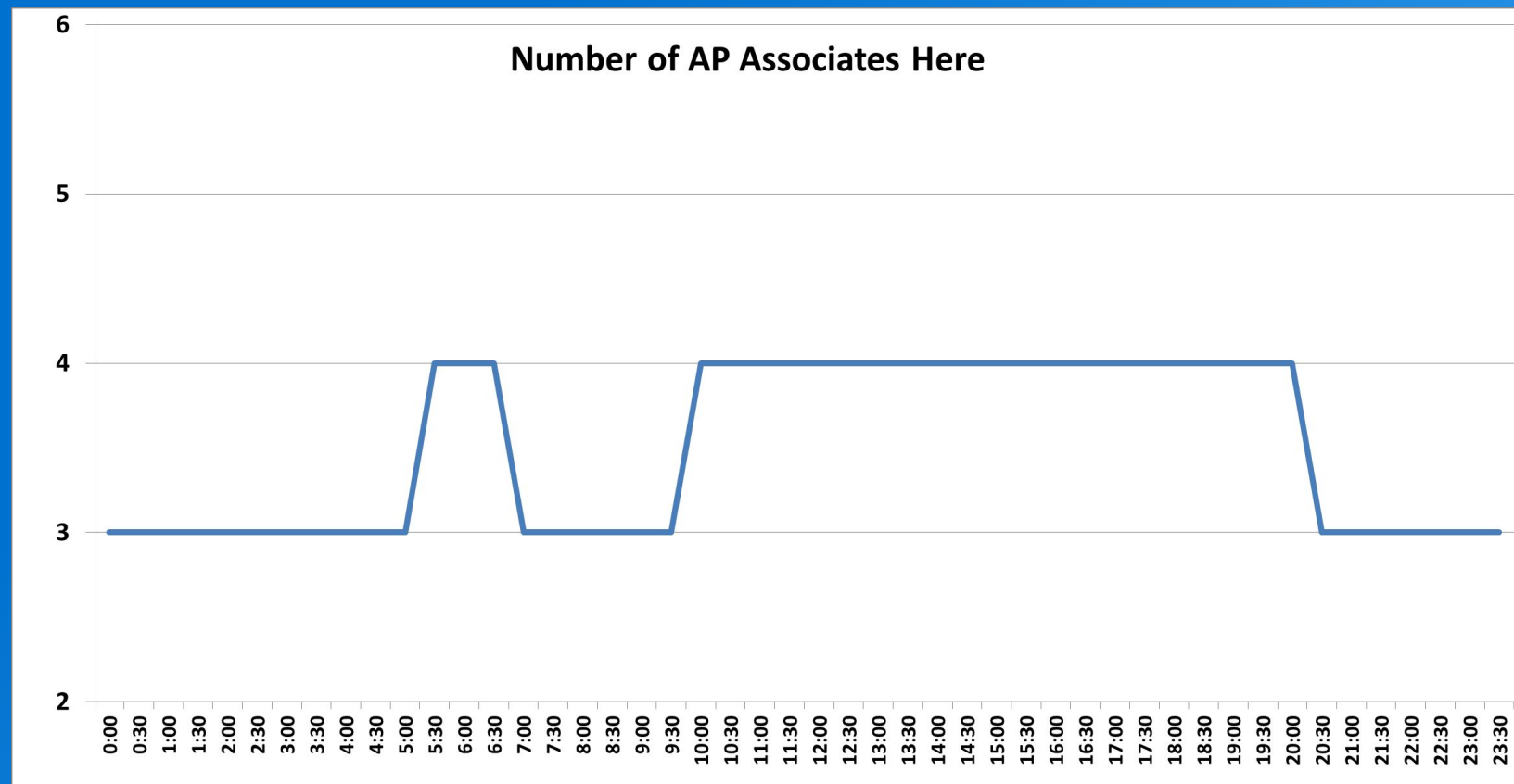
- Easy to cut hours at any point during the day.
- Better staffed for peak truck gate times.
- Easy to schedule people off.
- Only time with 3 people is during a slow time at the gate when both managers are here in case additional support is needed.





# ***Optimal Schedule With 8 People (80 hours base)***

\* Individual associate schedules that make up this graph are in Excel tool to follow.



- Better staffed for peak truck gate times than current schedule with 9 people.
- Easy to schedule people off.
- Times with 3 people are during slow times inside the DC or at the gate.
- Able to cut a position and 10 hours daily.
- Very difficult to cover time off without incurring overtime for other associates and keeping a minimum of 3 people at all times.

# Staffing Tool in Excel



\* Instructions and Pros/Cons of schedule types are provided in the tool.

	AP Staffing Tool - Current Schedule																			
Start of 30 min. time period											Total People Here				Start of 30 min. time period	Truck Gate Associates Needed	Office Associates Needed	Roving Associates Needed	Total Associates Needed	Short or Over
	Shift 1	Shift 2	Shift 3	Shift 4	Shift 5	Shift 6	Shift 7	Shift 8	Shift 9											
0:00						F	G	H	I		4				0:00	1	1	0	2	2
0:30						F	G	H	I		4				0:30	2	1	0	3	1
1:00							G	H	I		3				1:00	2	1	0	3	0
1:30							G	H	I		3				1:30	2	1	0	3	0
2:00							G	H	I		3				2:00	1	1	0	2	1
2:30							G	H	I		3				2:30	1	1	0	2	1
3:00							G	H	I		3				3:00	2	1	0	3	0
3:30							G	H	I		3		0	0	3:30	2	1	0	3	0
4:00							G	H	I		3		1	0	4:00	2	1	0	3	0
4:30	A	B					G	H	I		5		2	0	4:30	1	1	0	2	3
5:00	A	B	C						I		4		3	19	5:00	1	1	1	3	1
5:30	A	B	C								3		4	14	5:30	2	1	1	4	-1
6:00	A	B	C								3		5	14	6:00	2	1	1	4	-1
6:30	A	B	C								3		6	1	6:30	2	1	1	4	-1
7:00	A	B	C								3		7	0	7:00	1	1	1	3	0
7:30	A	B	C								3				7:30	1	1	1	3	0
8:00	A	B	C								3				8:00	1	1	1	3	0
8:30	A	B	C	D							4				8:30	1	1	1	3	1
9:00	A	B	C	D							4				9:00	1	1	1	3	1
9:30	A	B	C	D							4				9:30	1	1	1	3	1
10:00	A	B	C	D							4				10:00	1	1	1	3	1
10:30	A	B	C	D							4				10:30	1	1	1	3	1
11:00	A	B	C	D	E						5				11:00	2	1	1	4	1
11:30	A	B	C	D	E						5				11:30	2	1	1	4	1
12:00	A	B	C	D	E						5				12:00	2	1	1	4	1
12:30	A	B	C	D	E						5				12:30	2	1	1	4	1
13:00	A	B	C	D	E						5				13:00	2	1	1	4	1

- Try out different staffing/scheduling combinations.
- See how many people are here at any given time and how many hours are being used.
- Determine AP staffing needs and compare to test schedules.

# Scheduling Tool in Excel



\* Instructions are provided in the tool.

AP Scheduling Tool																													
Shift Number	Associate Number	Associate Name	Start Time	End Time	Total Hour sHere	4:30	5:00	5:30	6:00	6:30	7:00	7:30	8:00	8:30	9:00	9:30	10:00	10:30	11:00	11:30	12:00	12:30	13:00	13:30	14:00	14:30	15:00	15:30	16:00
1	206		4:30	15:00	10:30	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X			
2	165		4:30	15:00	10:30	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X			
3	228		5:00	15:30	10:30		X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X		
4	410		8:30	19:00	10:30									X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
5	761		11:00	21:30	10:30														X	X	X	X	X	X	X	X	X	X	X
6	132		14:30	1:00	10:30																					X	X	X	X
7	420		18:30	5:00	10:30	X																							
8	113		18:30	5:00	10:30	X																							
9	444		19:00	5:30	10:30	X	X																						
WOW-1					0:00																								
WOW-2					0:00																								
WOW-3					0:00																								
WOW-4					0:00																								
WOW-5					0:00																								
Total People Here:						5	4	3	3	3	3	3	3	4	4	4	4	4	5	5	5	5	5	5	5	6	4	3	3

- Can be used to keep track of who is scheduled when and how much coverage we have when people are scheduled off.
- Keeps track of how many hours we are using as well.
- Helps avoid common occurrences of being over or under staffed during times with associates scheduled off.