



## DSC Logistics improves labor utilization and customer service through Workforce Management

### Features and Benefits

National 3PL provider with 11 million sq ft of space

Customer service is key in competitive industry

Selected Workforce Management solution

Achieved up to 20% improvement in labor utilization

Achieved 100% of performance standards in 6-8 weeks

**Industry Group:** Supply Chain Execution Systems & Technologies Group

### DSC Logistics

DSC Logistics is a third party logistics provider with national presence across the United States. In business for 48 years, DSC operates 24 logistics centers totaling 11 million square feet of space supporting customers in the consumer packaged goods, electronics and healthcare industries. DSC's corporate mission is to help its customers to achieve their business goals by better managing change and information in the supply chain.

### The Challenge

Competition is extremely high in the third party logistics (3PL) industry. Price and customer service are often the key factors in securing and maintaining business relationships. With about 2,000 employees, DSC saw in their labor force an opportunity to improve in both of these areas. The Atlanta facility was measuring productivity on a cases per hour basis. But they serviced multiple customers with products varying widely from 300-lb. bins to surgical caps that weigh four or five pounds per case. This produced measurements that were not as comprehensive or consistent as DSC would have liked.

### Choosing a WFM solution

DSC looked at a wide range of providers. According to DSC, they were looking not only for technology that would deliver the results, but also for a vendor that understood their business and would partner with them in achieving their goals. The company chose a comprehensive Workforce Management (WFM) solution consisting of engineered best practices and standards, change management consulting, and advanced labor management software for real-time performance monitoring and reporting.

### The Results

With workforce management, DSC increased labor utilization by 20%, achieved 100% of performance standards in 6-8 weeks and saw a significant payroll savings. Employees are self-accountable for

achieving their work goals using a set of objectives and the system also provides for an incentive pay program. The WFM's engineered best practices (also known as preferred methods) and labor standards take into account variations such as product weight, travel distances, equipment used, and fatigue factors when calculating goal times for each task. This makes performance measurement as fair as possible for the employees and provides an excellent tool for supervisors to use in evaluating workers and uncovering bottlenecks.

DSC uses this performance measurement data and the realtime reporting capabilities of the system in three ways. During each shift, managers monitor progress against the day's workload and can shift workers around if an area falls behind. This ensures orders are shipped on time. Performance information is shared with the employees at least once per day, allowing them to gauge how they are doing. This sets up friendly competition as well as prepares them for the eagerly anticipated incentive program DSC intends to implement soon.

Also, by knowing through engineered standards how long each task should take, DSC can accurately predict how long a given set of orders will take to fulfill, including any value-added services. This can be used to schedule resources as well as to precisely bid on new business.



**RedPrairie**  
20700 Swenson Drive  
Waukesha, WI 53186  
Phone: 262-317-2000  
[jim.letart@redprairie.com](mailto:jim.letart@redprairie.com)  
[www.redprairie.com](http://www.redprairie.com)