

Körber Supply Chain

# Master Class Series

Today's Class:

Adjusting your workforce to new  
regulations after COVID-19



# Speakers



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Professor

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# Supply Chain Master Class: Addressing Labor Challenges



Why are we here? What are we trying to accomplish?

## Class Schedule:

- May 19: New labor challenges in warehousing (*On-Demand*)
- May 21: Adjusting your workforce to new regulations after COVID-19
- May 26: Mitigating retail execution challenges through technology optimization
- May 28: Scaling up and down for seasonality or crisis
- June 2: Leveraging automation and other technologies to address labor challenges

*Next Supply Chain Master Class: Cold Storage Trends* – Class starts on June 9

# Housekeeping



All phone lines are muted

Recording of today's class and slides will be email to you within 48 hours

Questions:

- Ask questions during today's class in the GoToWebinar Questions window
- Questions will be addressed at the end of today's class or we will follow up with questions via email after class

Poll Question: COVID-19 and your workforce – What steps are you taking to handle labor challenges in light of the recent pandemic?

Handout: Doing more with less – Using innovative tech to overcome warehouse labor shortages

# New Realities in Workforce Management

- Warehouses/industrial facilities are focal points
- Work is changing
- Expectations of labor, customers, services providers are changing
- Increased scrutiny for safety among all stakeholders
- Yet, customers still expect the perfect order

How can we accommodate these forces for change without gross declines in productivity?

*“Given the nature of the crisis, all hands should be on deck, all available tools should be used. [...] The number one thing is to focus on employees and customers.”*

*- COVID Action Platform*



# Number One Focus



## Customers

- Keep costs down
- Fast shipping times
- Real-time updates
- Click-and-Collect

## Employees

- Social Distancing
- Increased wages
- Mental fatigue
- Training

# Adjusting – Problem Solving



Who

What

Where

When

Why

How



## Adjust how your workforce works.

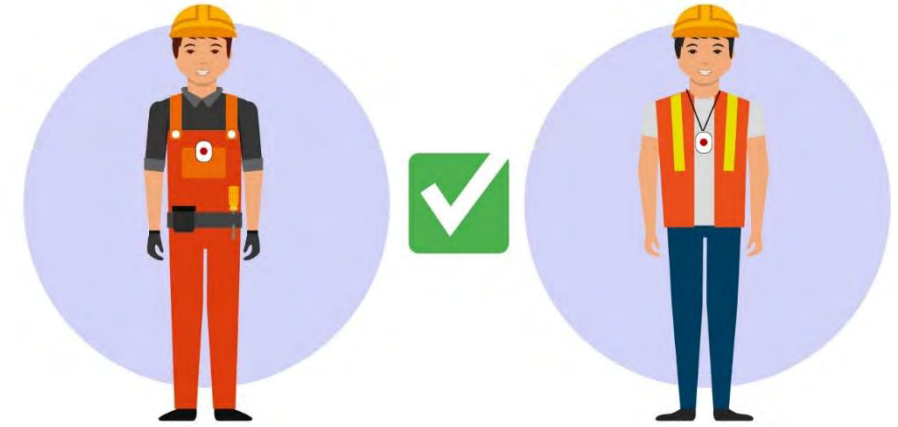
- Social Distancing
- Minimize Product Handling
- Robotics



# Social Distancing

## Bluetooth Beacons

- Detect and prevent distancing violations
- Proximity detection
- Instantaneous, no integration required



## Contact Tracing

- Detects potentially infected products, zones, resources
- Depends on Host/WMS systems
  - Körber InSight Contact Tracing
  - Apple + Google



# Minimize Product Handling

## Voice-Directed Workflows

- Hands-free data validation/collection
- Tried-and-true productivity and accuracy benefits
- Remote integrations, low-impact to existing system

## Vision-Directed Workflows

- Situational but offers many benefits above
- Offers gesture-based interface
- Lack of readily-available implementation data





# Robotics



## Robot-assisted Workflows (“How”)

- Augment current processes
- Minimizes product handling
- Throughput gains depending on operations

## Robot-only Workflows (“Who”)

- Material handlers, pallet movers
- Zero-touch workforce for tight spaces
- Bluetooth Beacon-friendly

Robots-as-a-Service models offer OPEX pricing  
Remote mapping + Remote implementation  
= Low impact



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Class  
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# Questions & Discussion

# Next Supply Chain Master Class: Tuesday, May 26



## Mitigating Retail Execution Challenges through Technology Optimization

Efficiency and management capability in retail has never been more important to businesses. With more and more of commerce moving online and supply chains stretching to accommodate consumer needs utilizing technology to optimize retail execution is key to enhancing margins.

Learn about how you can use technology to optimize your retail operations.

### **Contributor:**

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