

Metro People

Making People work for you

Kate Robins - Dunelm

Nicole Moir - Dunelm

Ben Nutt - Dunelm

Simon Mills - RMS

connect without compromise



Making people work for you

- People Product Overview - Simon
- Benefits of Metro People – Dunelm
- Get Involved - Dunelm
- Summary

People Mission

To be the simplest yet most effective People Management Solution available to Retail.

To support different levels of maturity of business models by being Configurable and Flexible.

To enable proactive Management, Highlighting the need for change.

People Principles

KEEP IT SIMPLE

Empower Managers

Enable simple productivity drivers

Provide visibility throughout the organisation

Invest in People

Turn Labour Cost into a Labour Investment

Sales driven activity

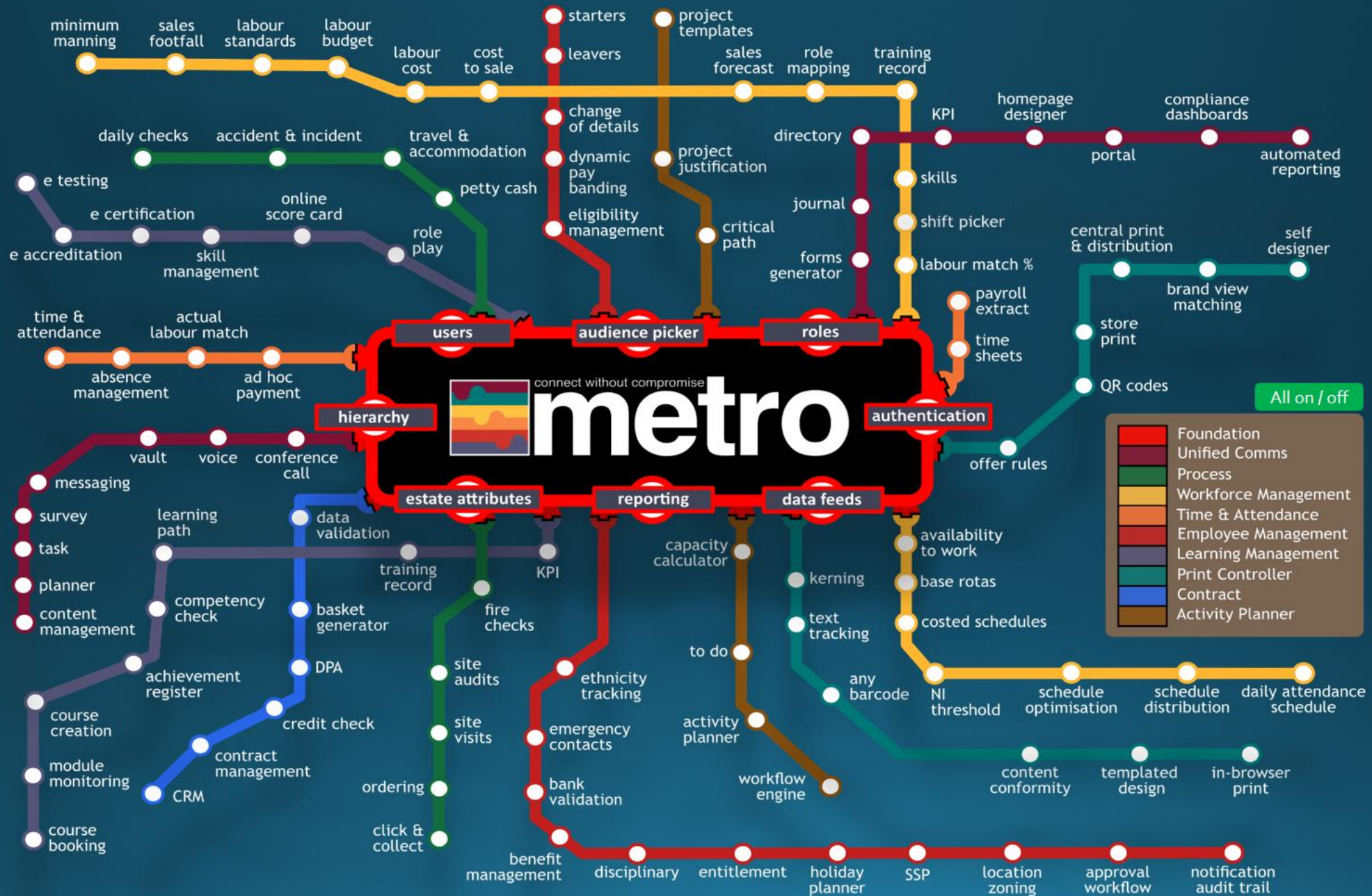
Identify Trends

Modify your behaviour

Process Improvement

Learn

Embed a common process



metro has the answer to your question.





All on / off

	Foundation
	Unified Comms
	Process
	Workforce Management
	Time & Attendance
	Employee Management
	Learning Management
	Print Controller
	Contract
	Activity Planner

metro has the answer to your question.



Who am I?

Foundation



All on / off

- Foundation
- Unified Comms
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Foundation

- Who am I?
- What am I?
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All on / off

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Foundation

- Who am I?
- What am I?
- Where am I?
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All on / off

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Foundation

- Who am I?
- What am I?
- Where am I?
- What can I do?**
-
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All on / off

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Foundation

- Who am I?
- What am I?
- Where am I?
- What can I do?
- Am I still here?
-
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- Who am I?
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- Where am I?
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- Is there anything more?**
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- What have I done?
- What do I need to do?**
-



All on / off

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- What can I do?
- Am I still here?
- Is there anything more?
- What have I done?
- What do I need to do?
- Who can I tell?



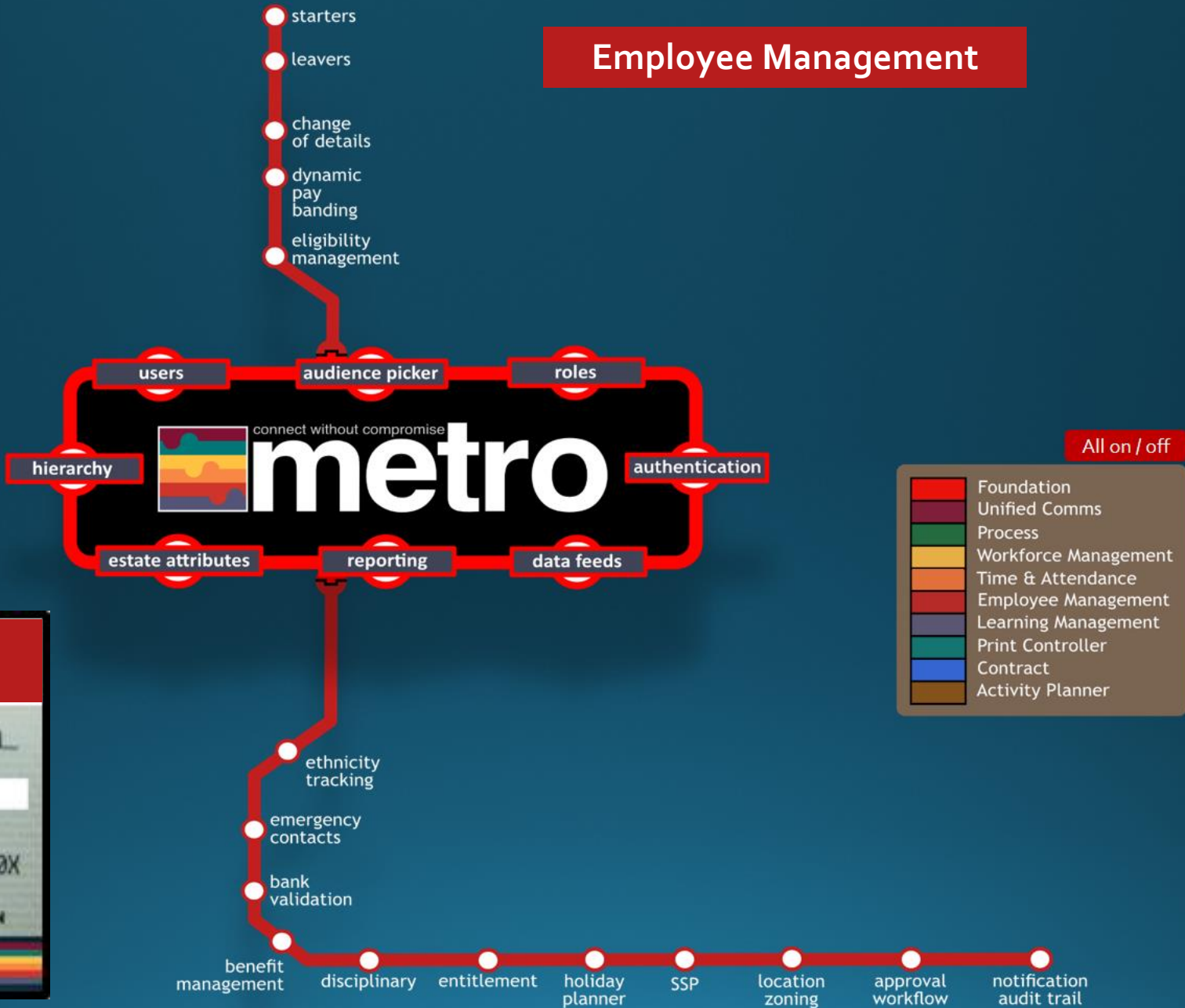
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Employee Management



Employee Management

Class	Ticket type	Adult	Child	
Manager	ANYTIME DAY S	ONE	NIL	SGL
Start date	Login	Password		
13th July		Forum17		
From	Valid until	Price		
SALISBURY *	13th July	£40-40X		
To	Route	Validity		
LONDON TERMINALS	ANY PERMITTED	ON DATE SHOWN		

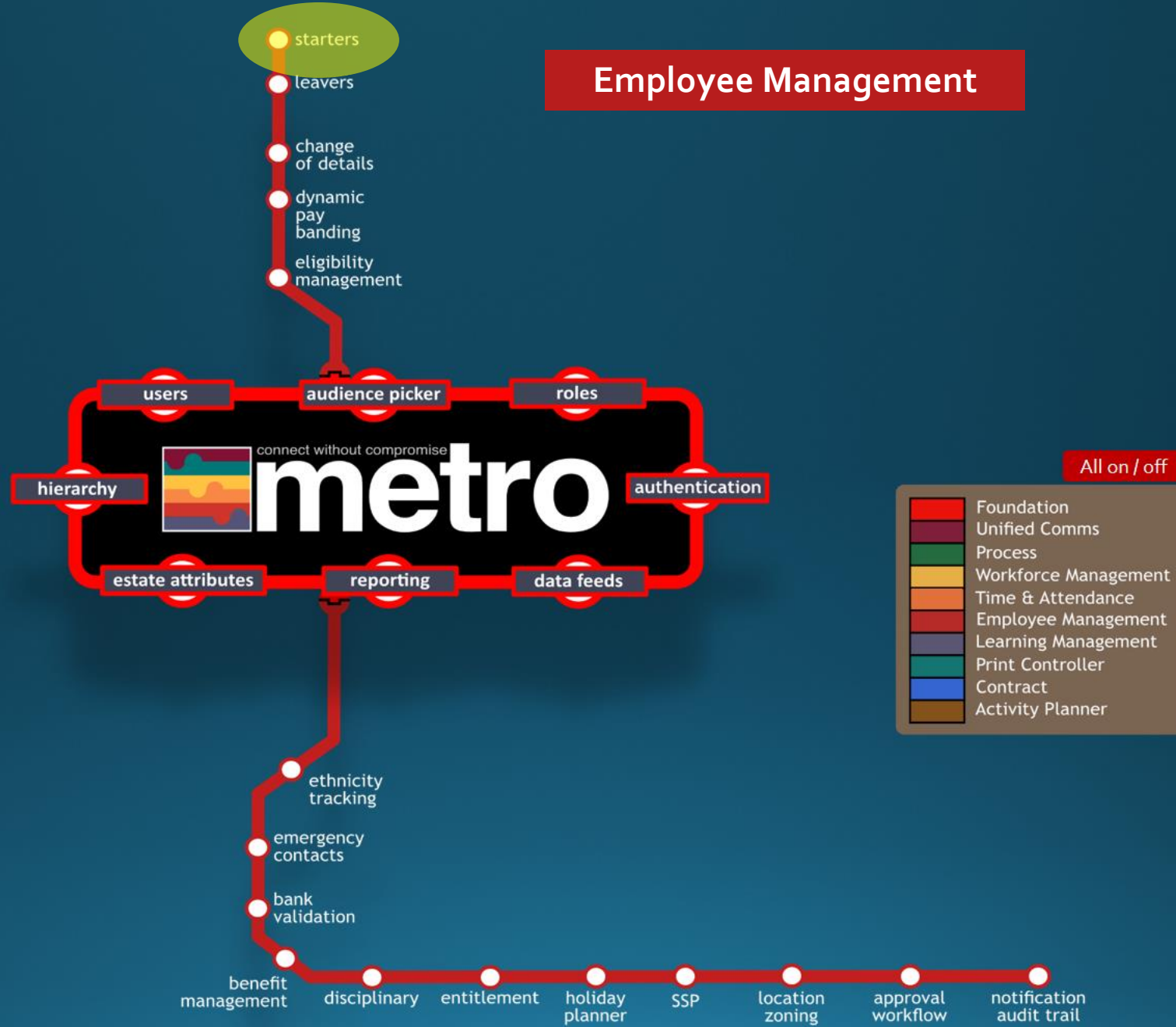
metro

metro has the answer to your question.



Who's coming?

Employee Management

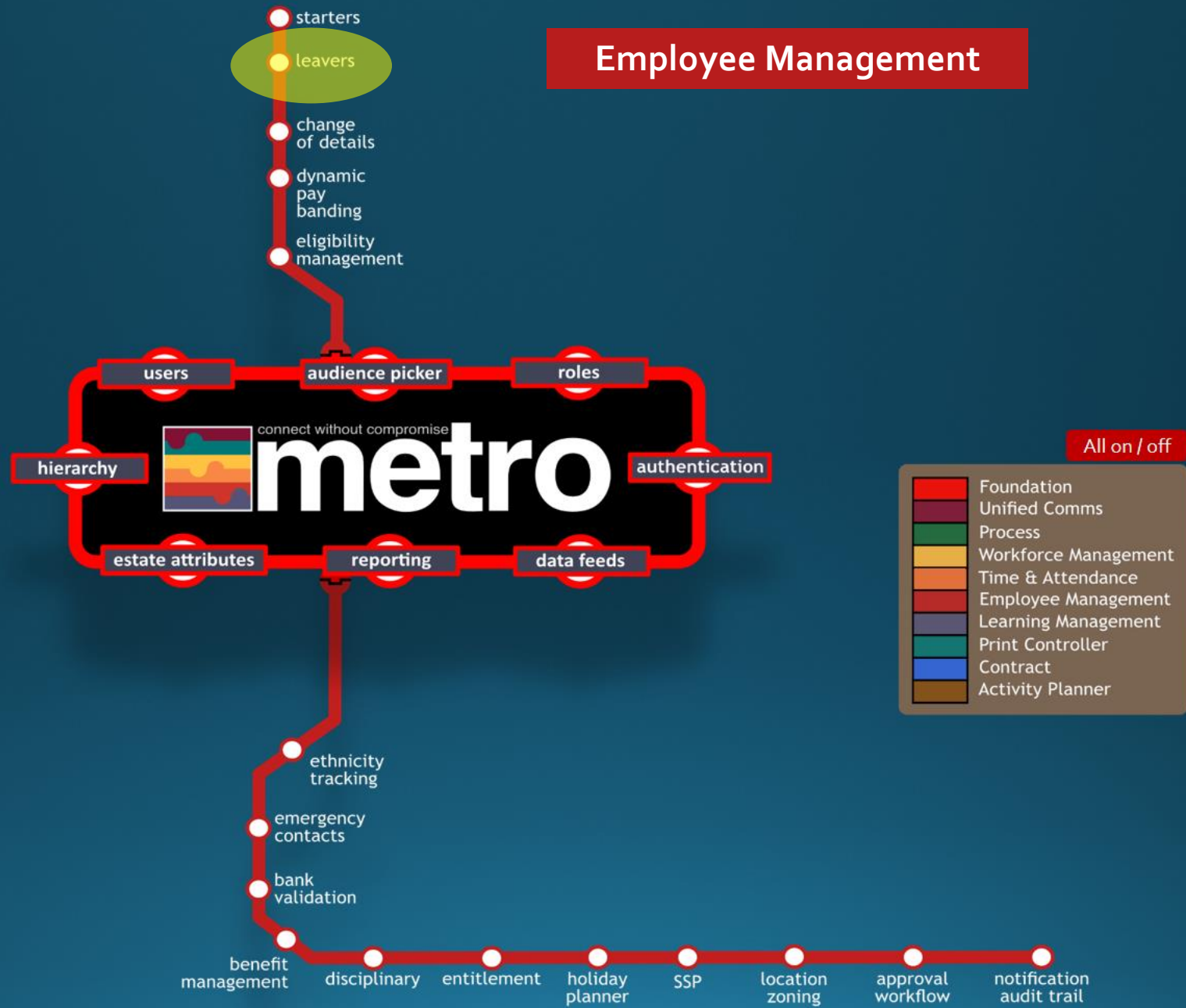


metro has the answer to your question.



Employee Management

Who's coming?
Who's going?

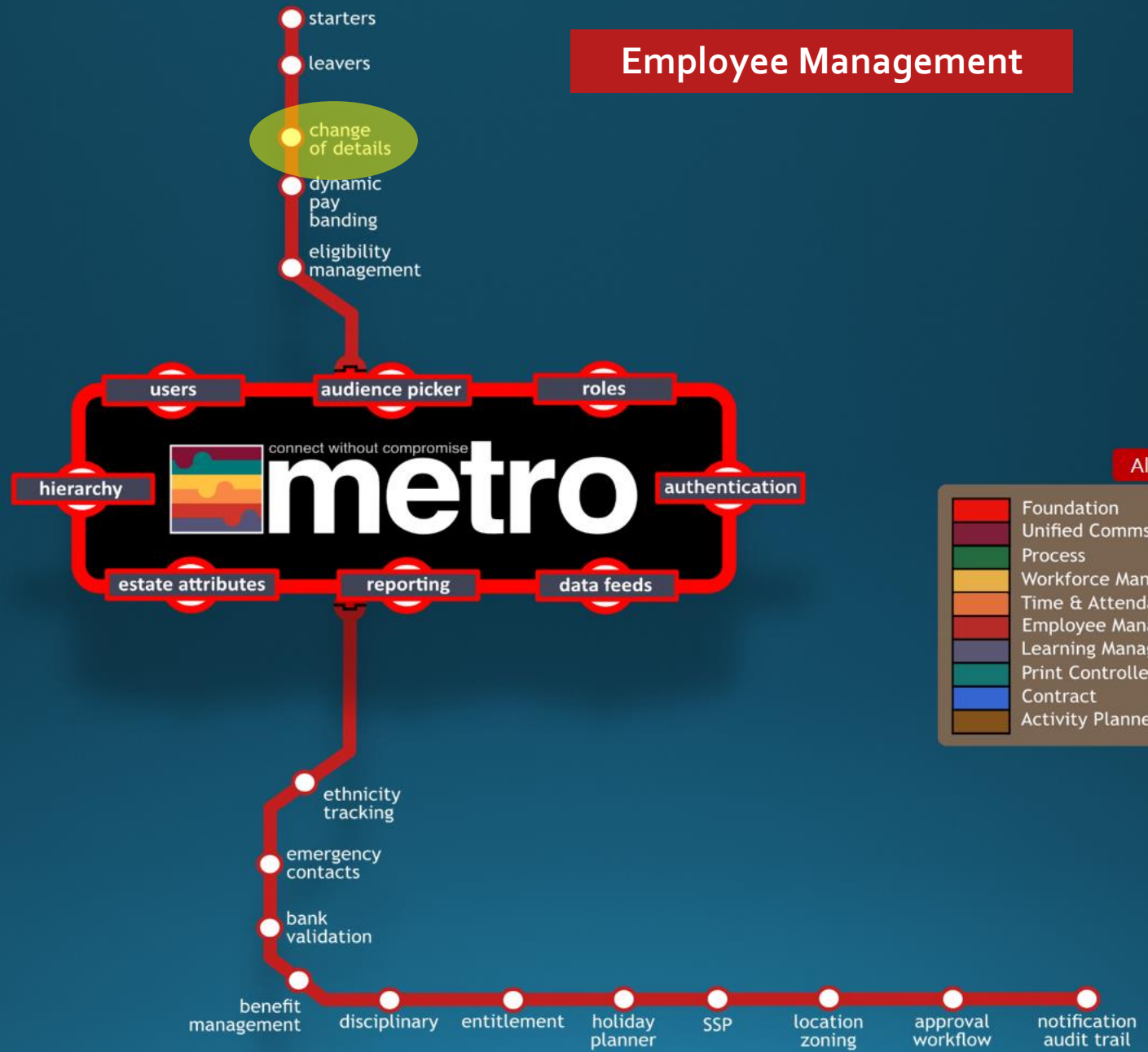


metro has the answer to your question.



Employee Management

- Who's coming?
- Who's going?
- Who's changed?

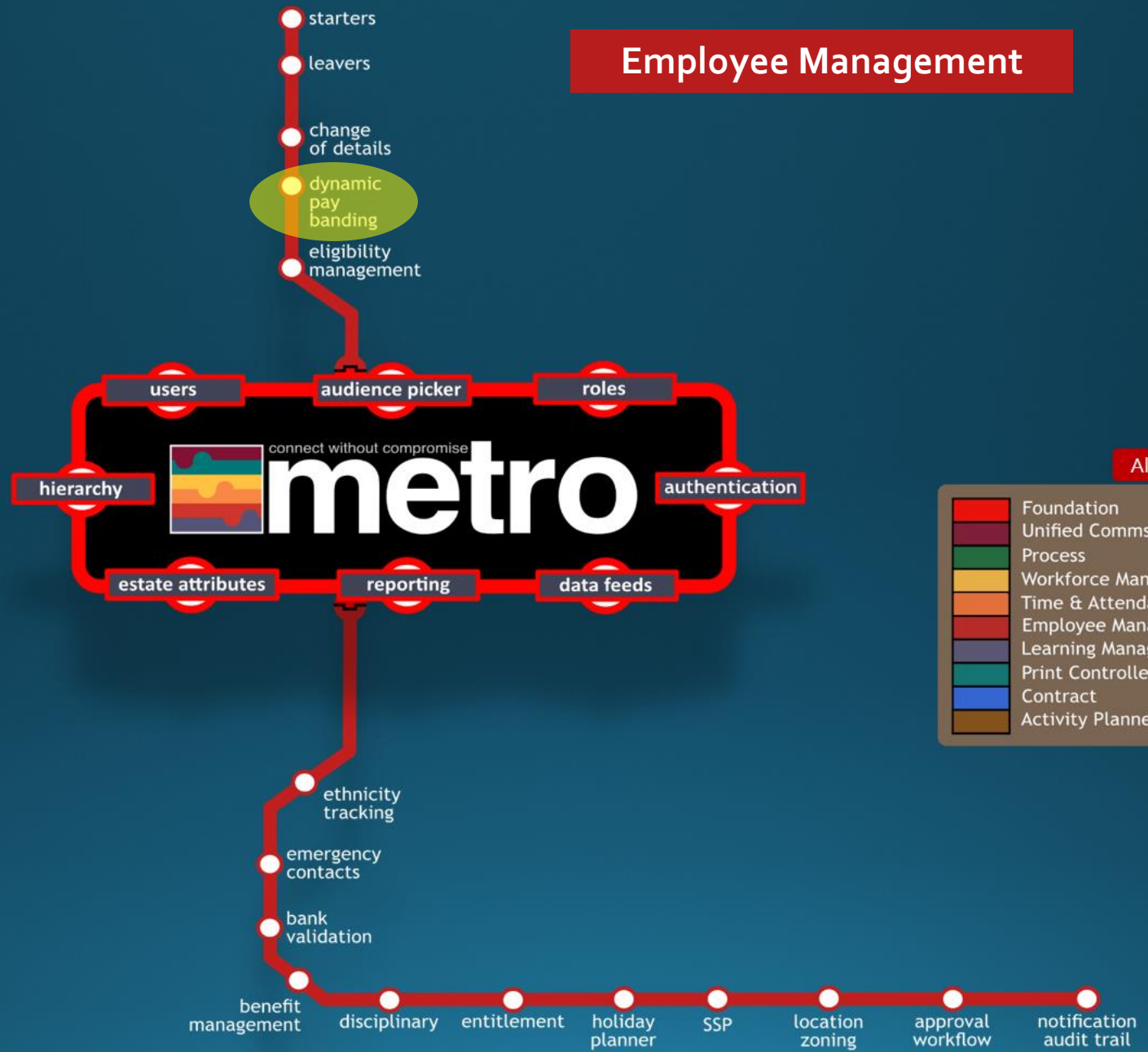


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Employee Management

- Who's coming?
- Who's going?
- Who's changed?
- What should you be paid?

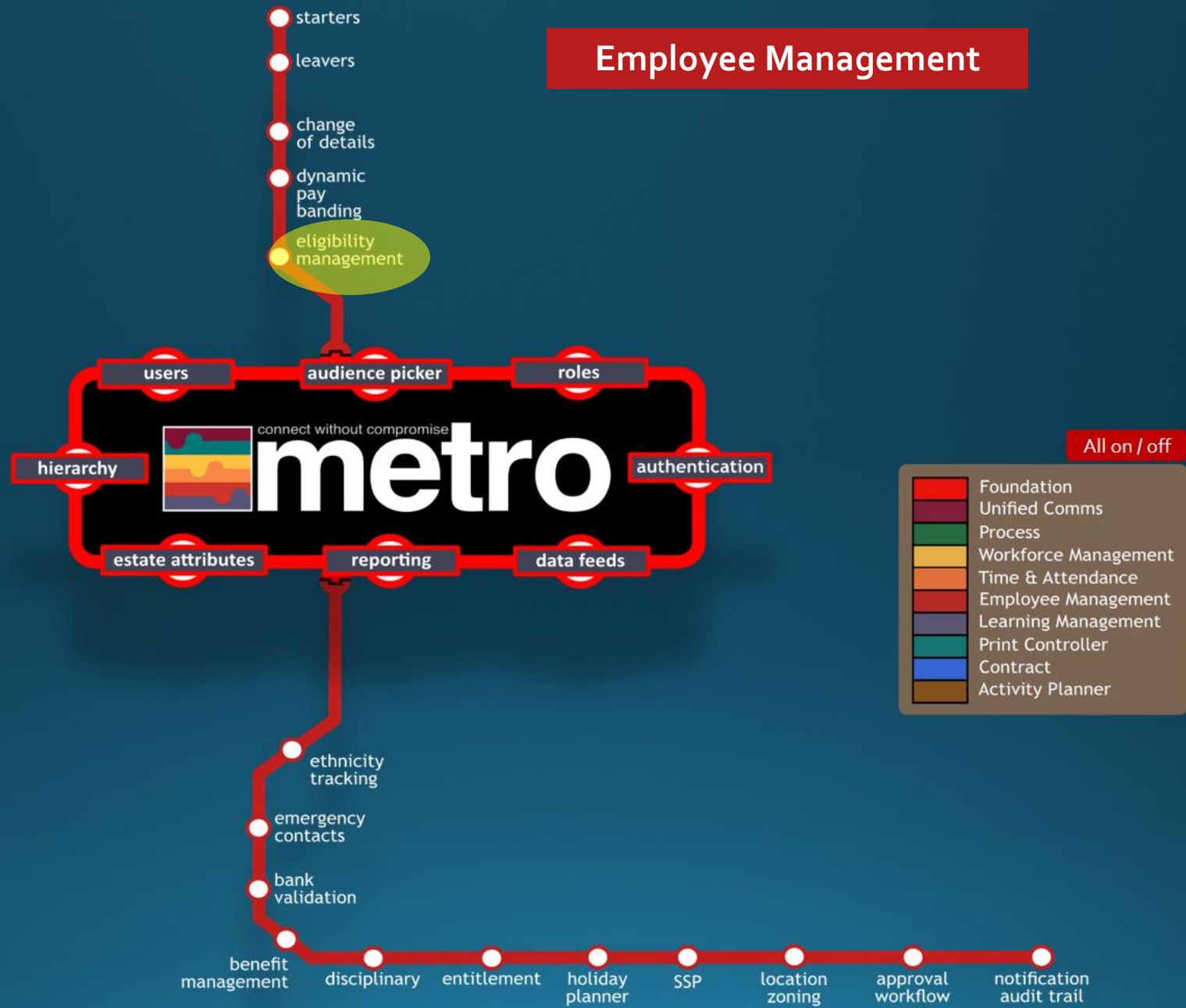


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Employee Management

- Who's coming?
- Who's going?
- Who's changed?
- What should you be paid?
- Should you even be here?

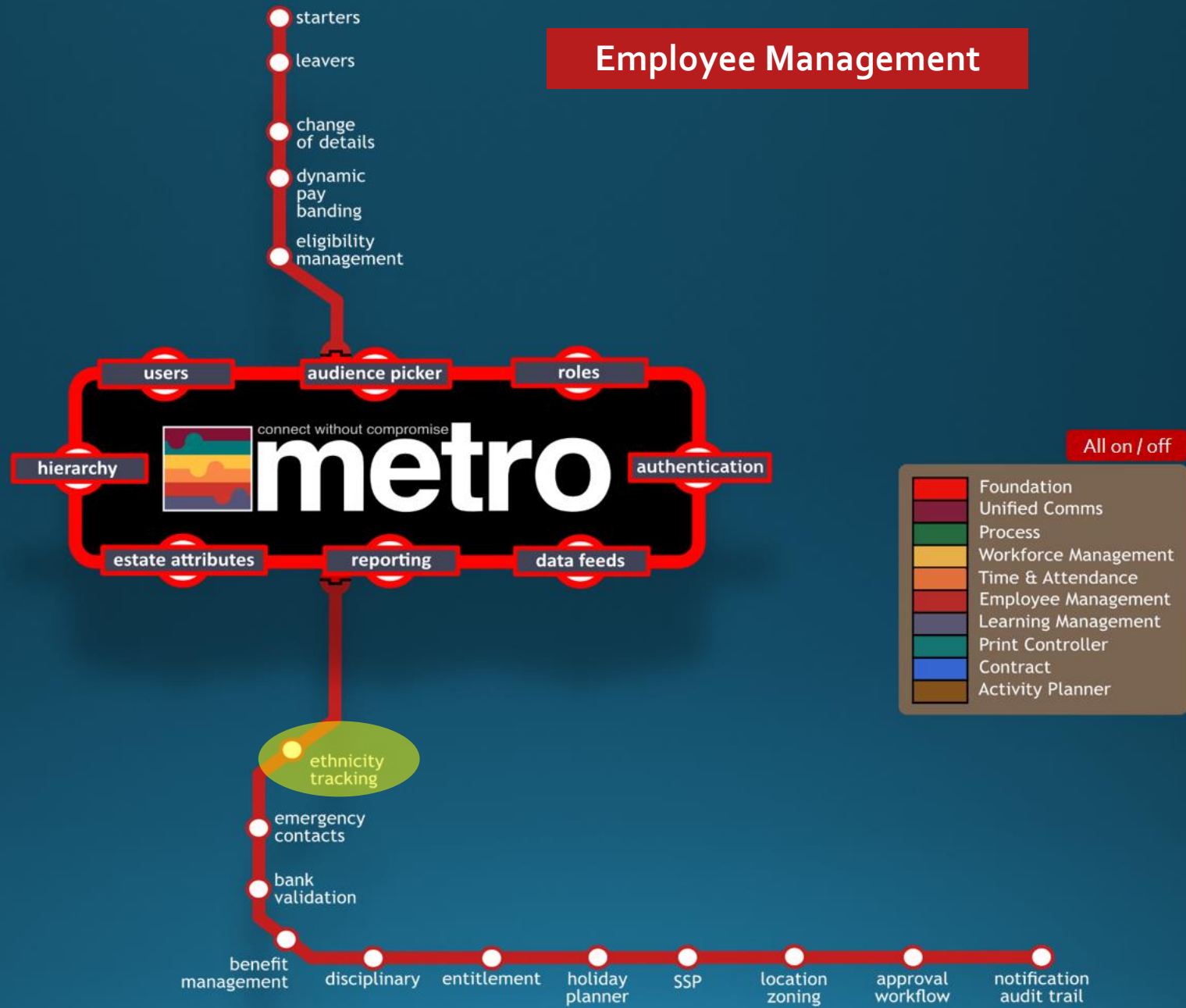


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Employee Management

- Who's coming?
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- Should you even be here?
- Am I being fair?

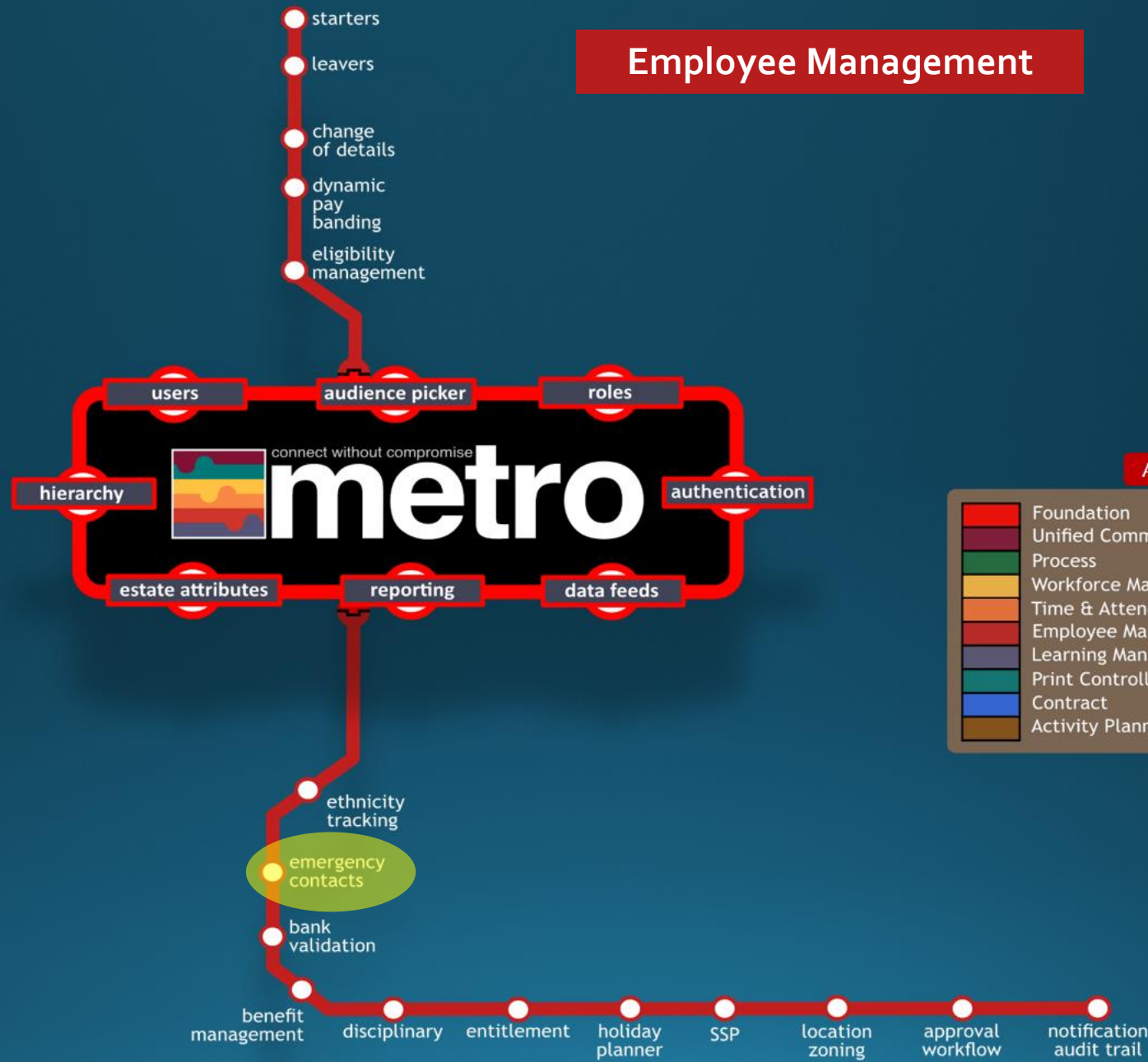


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Employee Management

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- Who can I call to help you?

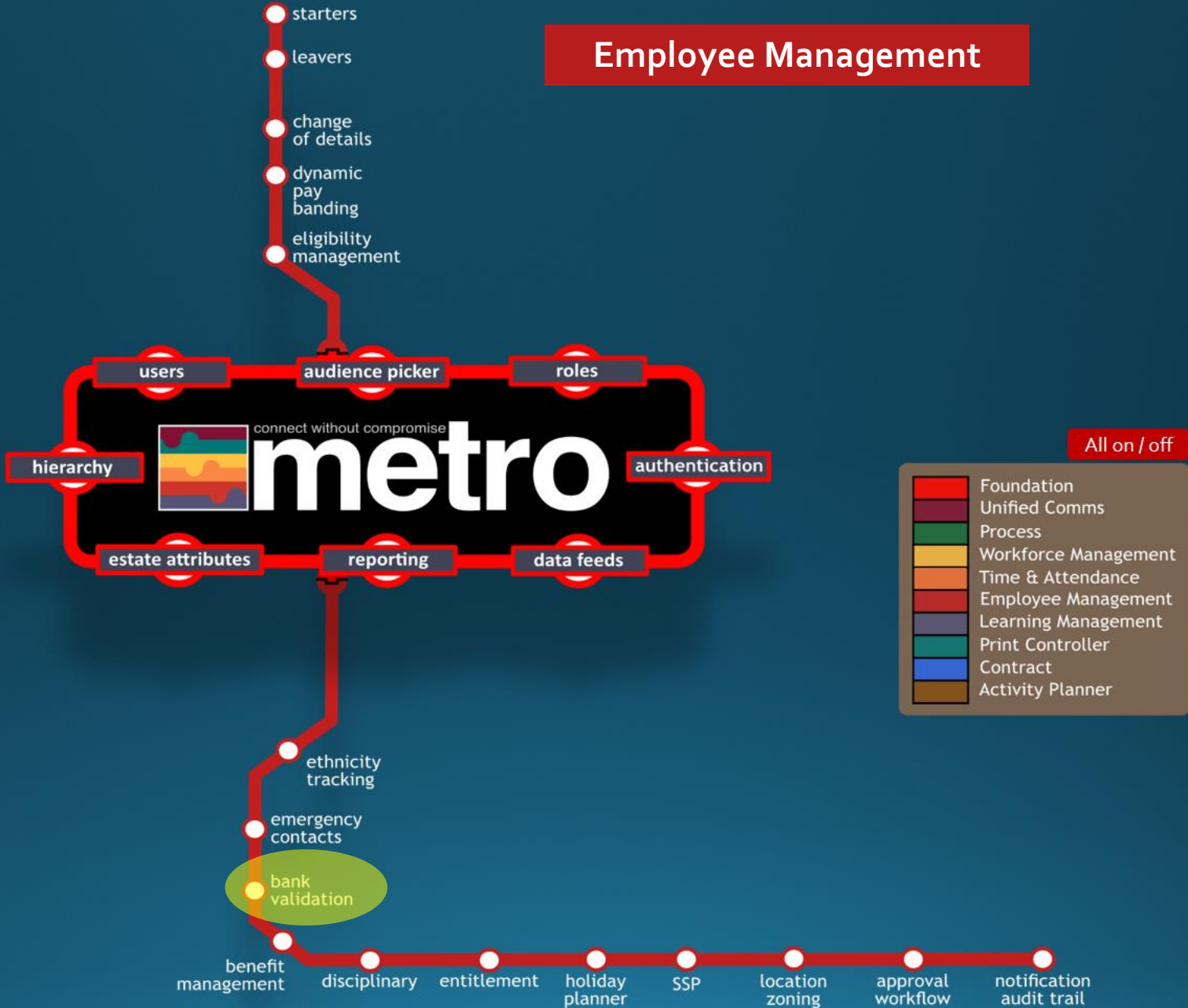


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Employee Management

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- How should I pay you?
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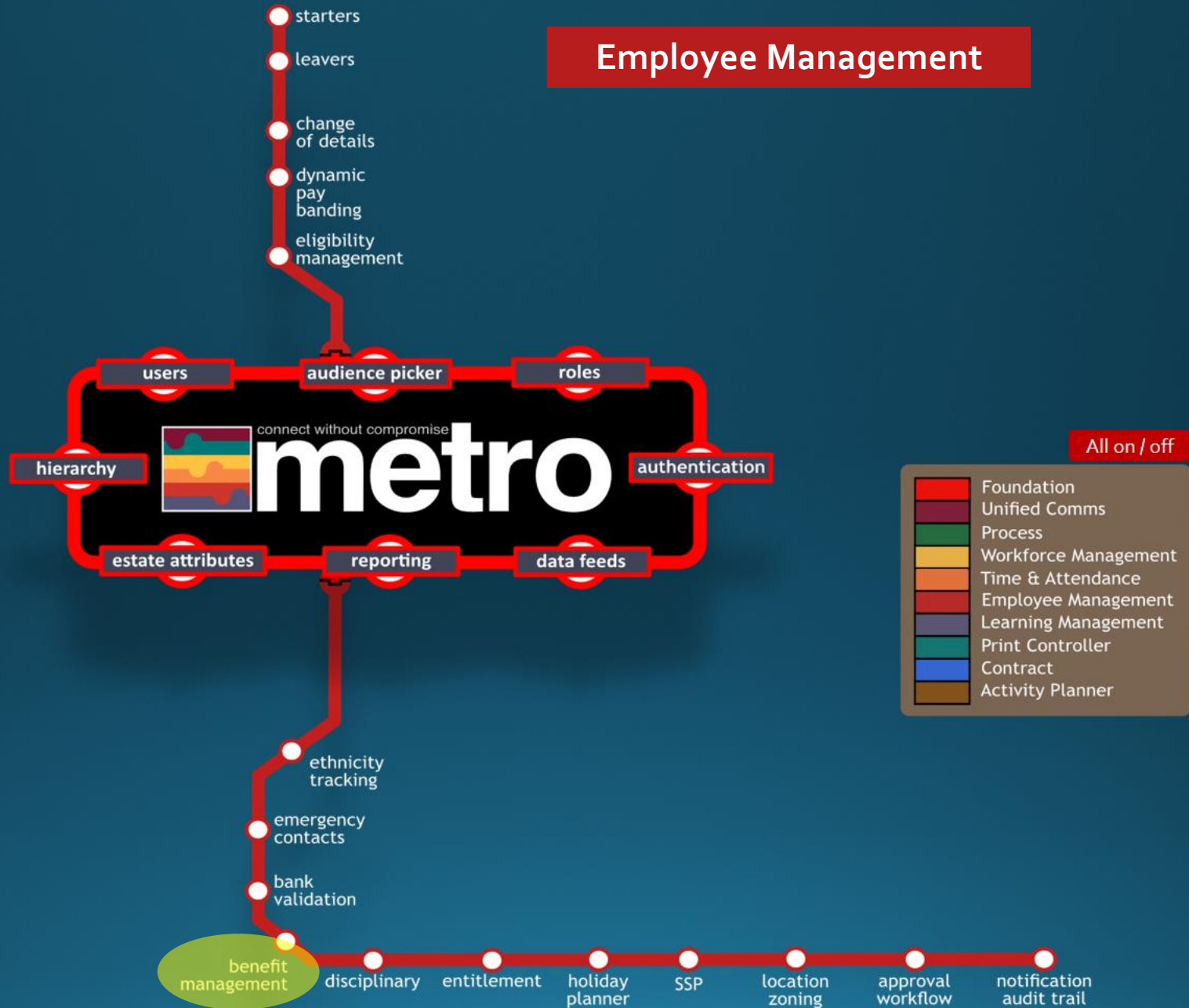


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- What else have I given to you?

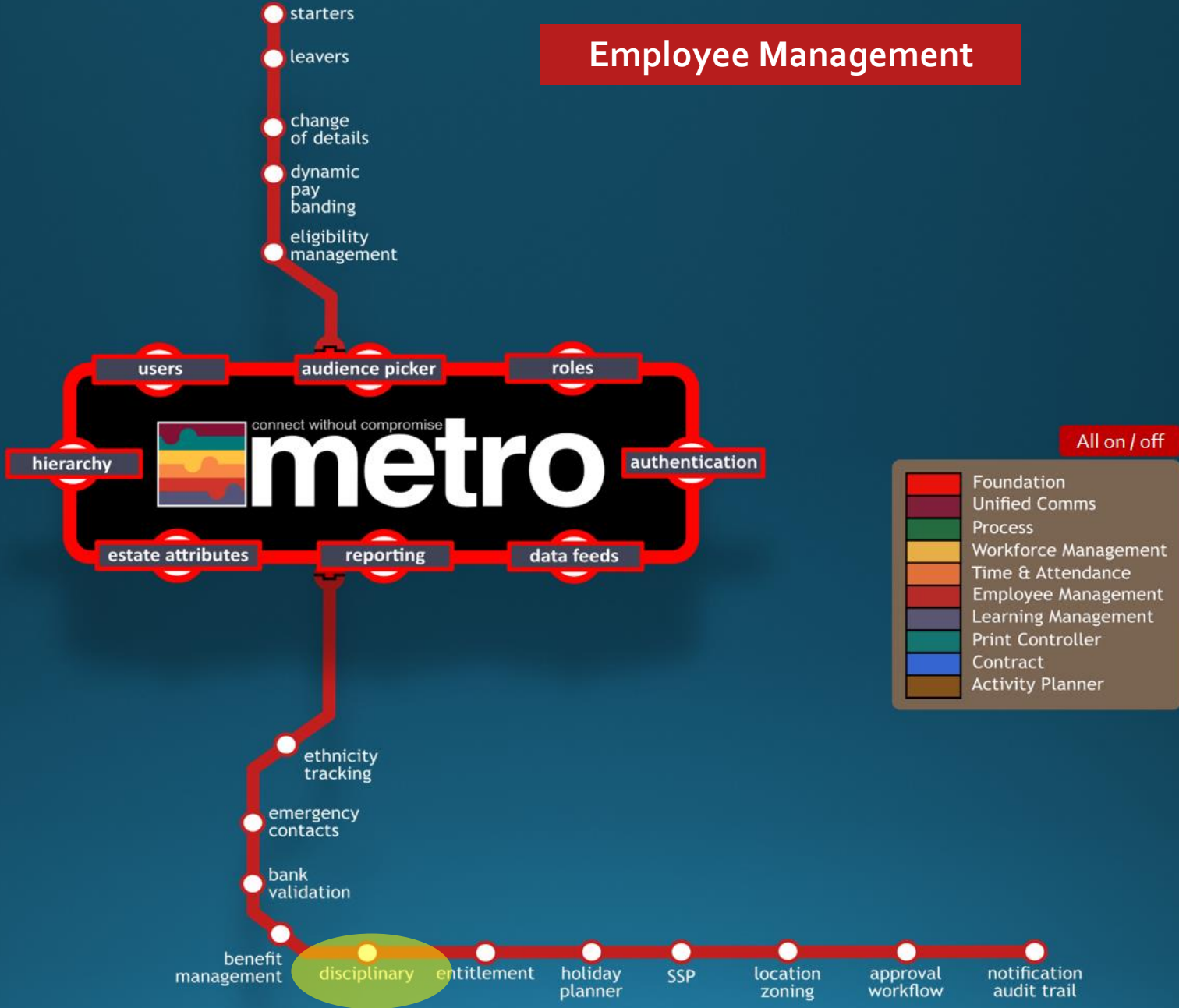


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Employee Management

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- How should I pay you?
- What else have I given to you?
- Have you been naughty?
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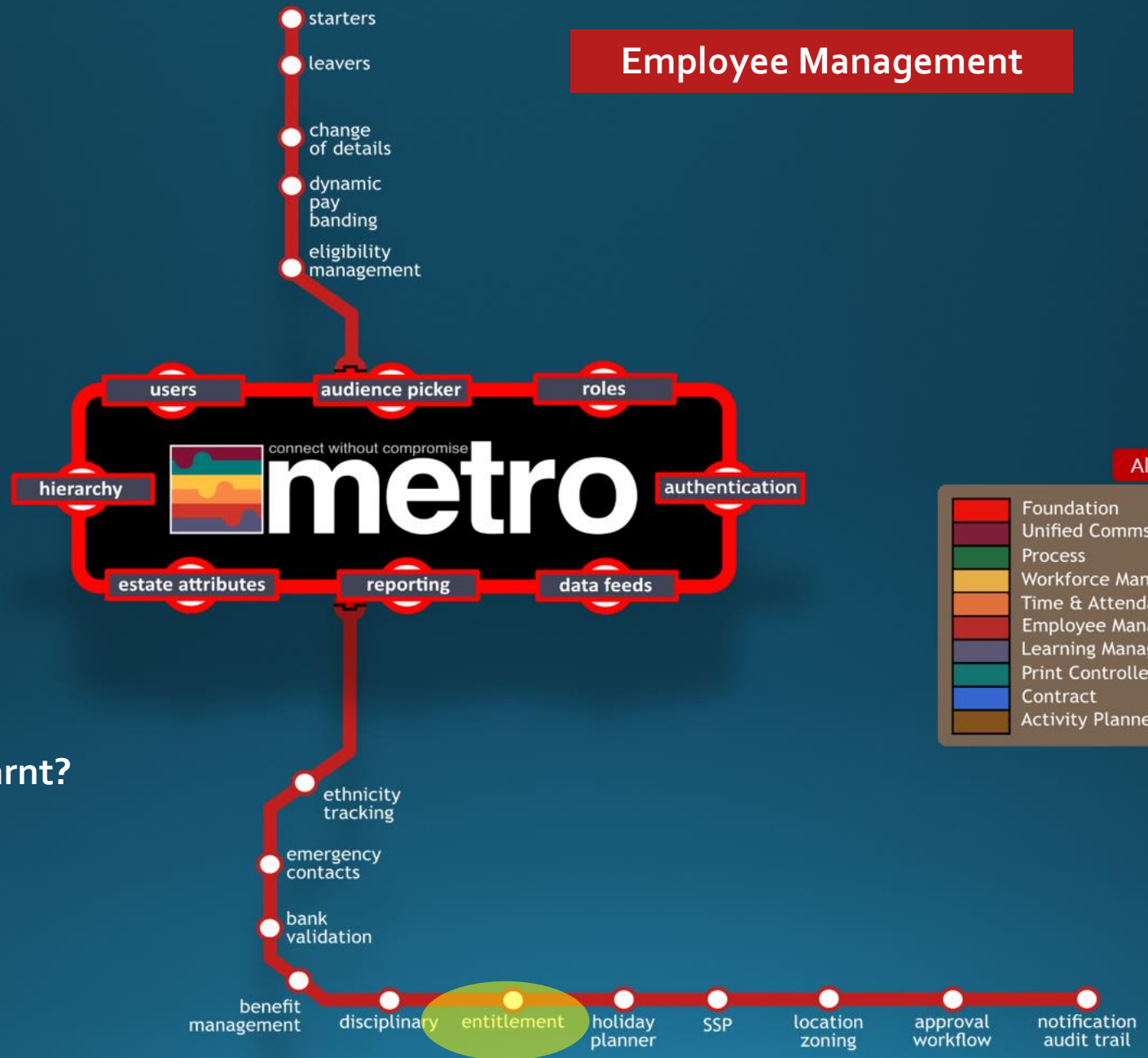


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- How should I pay you?
- What else have I given to you?
- Have you been naughty?
- How much holiday have you earnt?

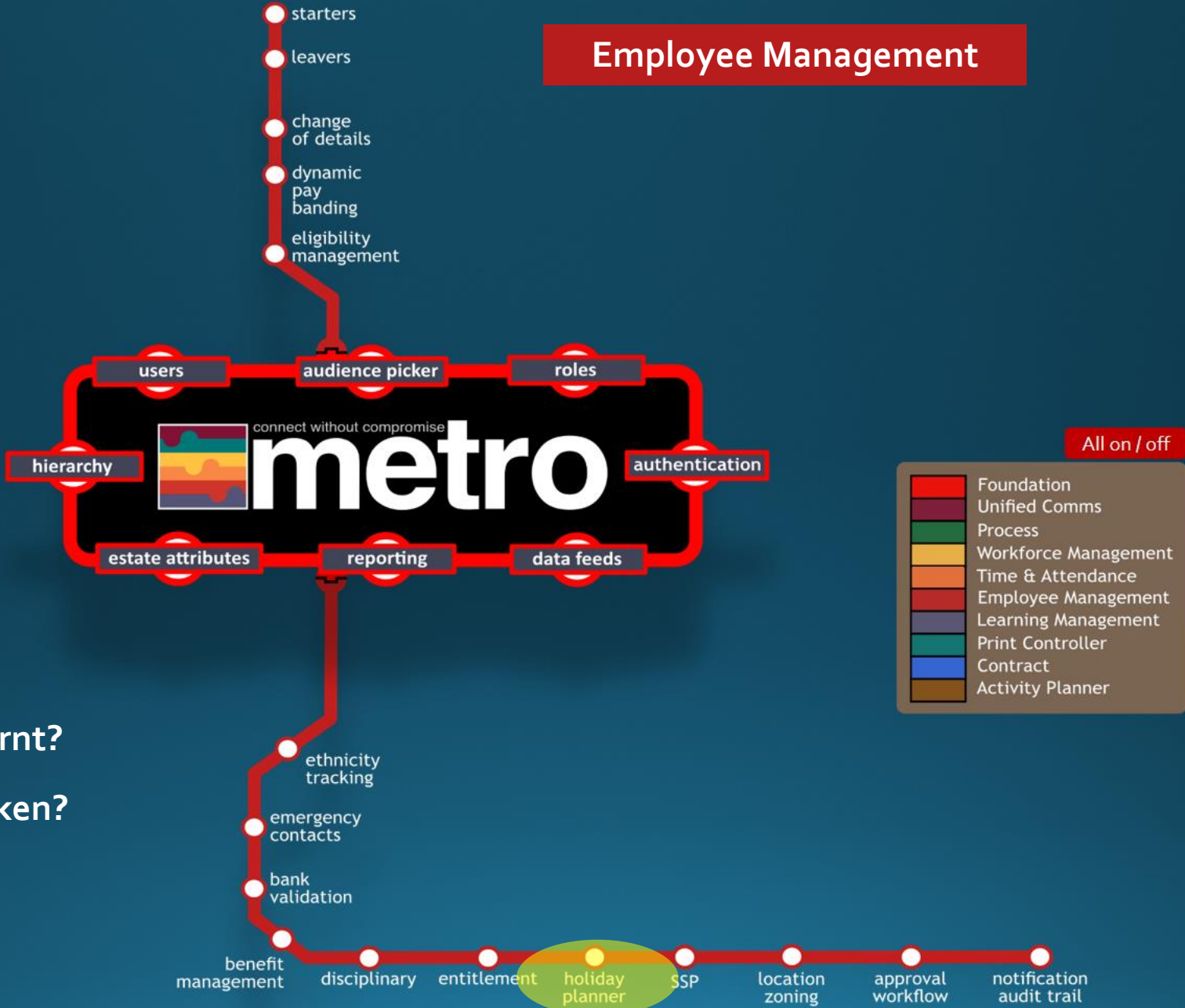


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- Have you been naughty?
- How much holiday have you earned?
- How much holiday have you taken?**
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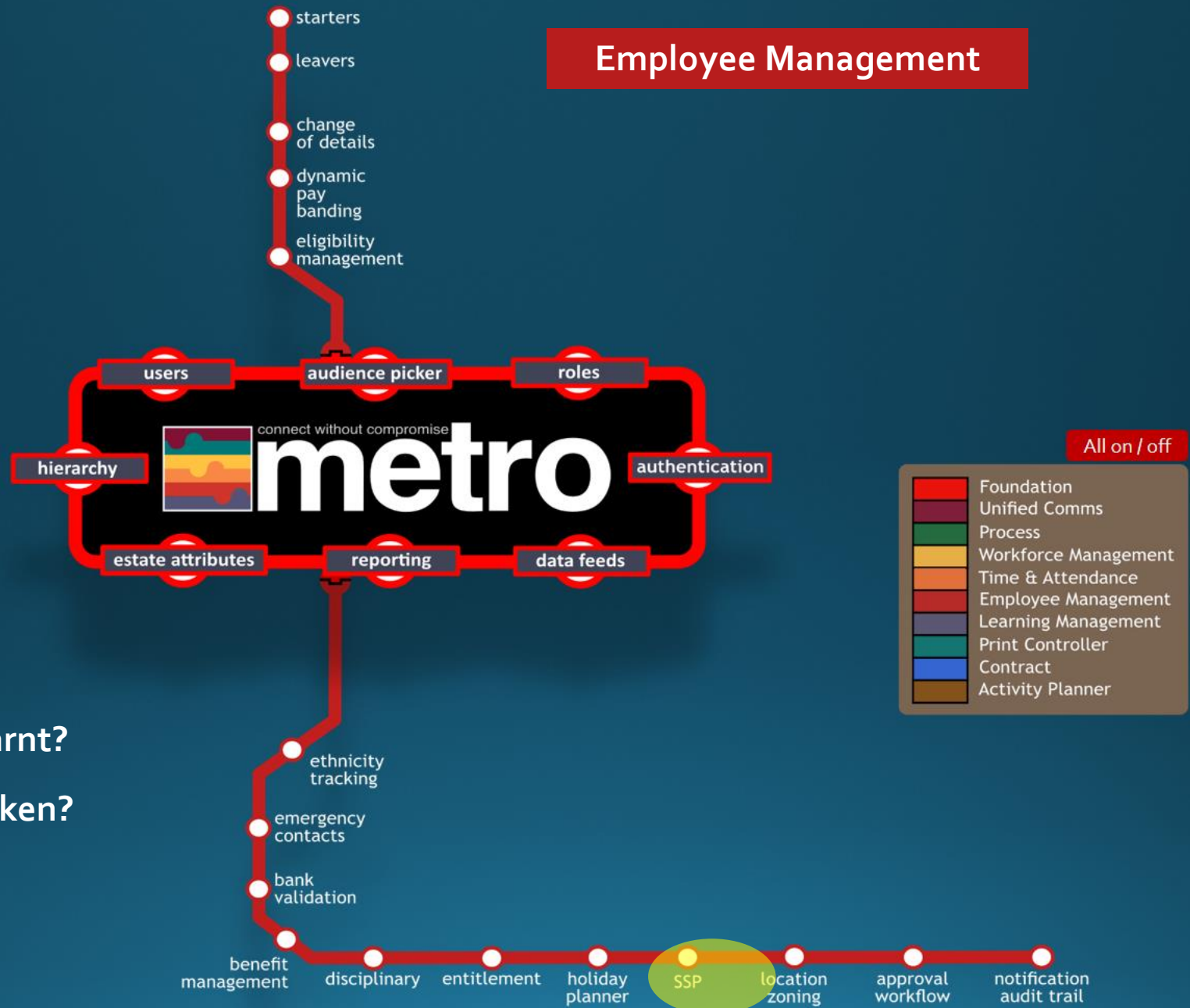


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- Have you been naughty?
- How much holiday have you earned?
- How much holiday have you taken?
- Should I pay you ssp?
-
-



metro has the answer to your question.



Employee Management

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- What else have I given to you?
- Have you been naughty?
- How much holiday have you earned?
- How much holiday have you taken?
- Should I pay you ssp?
- Who approved that?
-



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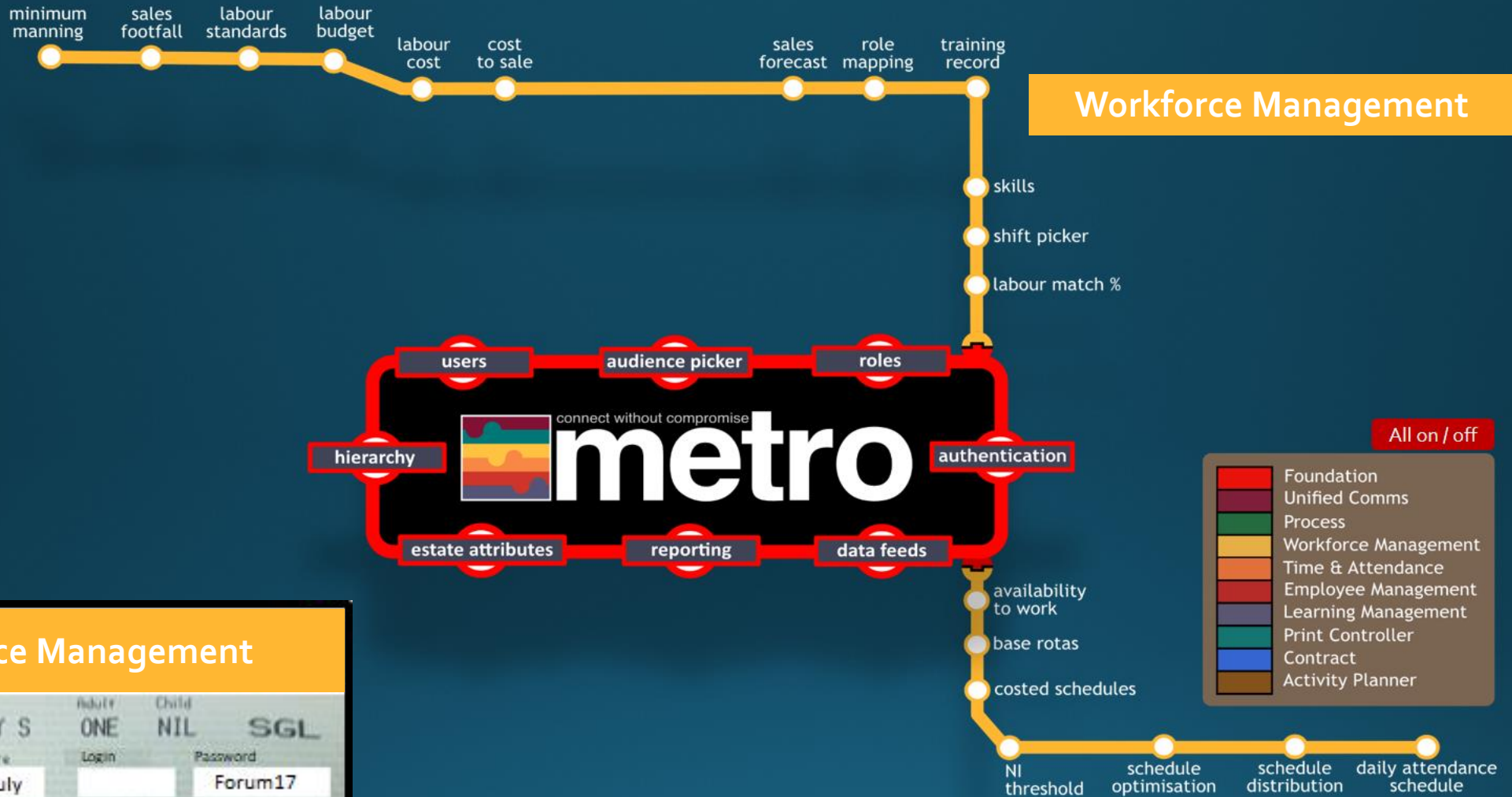
Employee Management

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- How should I pay you?
- What else have I given to you?
- Have you been naughty?
- How much holiday have you earned?
- How much holiday have you taken?
- Should I pay you ssp?
- Who approved that?
- When did that happen?



metro has the answer to your question.





metro has the answer to your question.



What hours do I need to trade?



Workforce Management



- skills
- shift picker
- labour match %

All on / off

Foundation
Unified Comms
Process
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- availability to work
- base rotas
- costed schedules
- NI threshold
- schedule optimisation
- schedule distribution
- daily attendance schedule

metro has the answer to your question.



minimum manning sales footfall labour standards labour budget labour cost cost to sale sales forecast role mapping training record

Workforce Management

skills
shift picker
labour match %



All on / off

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- What hours do I need to trade?
- When do my customers visit me?

metro has the answer to your question.



minimum manning sales footfall labour standards labour budget labour cost cost to sale sales forecast role mapping training record

Workforce Management

- What hours do I need to trade?
- When do my customers visit me?
- How much am I allowed to spend?
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skills
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Workforce Management

- What hours do I need to trade?
- When do my customers visit me?
- How much am I allowed to spend?
- How much can I spend as a % of sales?

skills
shift picker
labour match %



All on / off

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- How much can I spend as a % of sales?
- What is my Sales forecast?

skills
shift picker
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All on / off

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- What hours do I need to trade?
- When do my customers visit me?
- How much am I allowed to spend?
- How much can I spend as a % of sales?
- What is my Sales forecast?
- Who can do the work?



Workforce Management



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- What hours do I need to trade?
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- How much can I spend as a % of sales?
- What is my Sales forecast?
- Who can do the work?
- What shifts do we need?



- skills
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- What is my Sales forecast?
- Who can do the work?
- What shifts do we need?
- How well will my customers be served?
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Workforce Management

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- Who can do the work?
- What shifts do we need?
- How well will my customers be served?
- Who else can work today?
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- How well will my customers be served?
- Who else can work today?
- What shifts do you normally work?
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- What is my Sales forecast?
- Who can do the work?
- What shifts do we need?
- How well will my customers be served?
- Who else can work today?
- What shifts do you normally work?
- How much is this schedule costing me?
-
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skills
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- What shifts do we need?
- How well will my customers be served?
- Who else can work today?
- What shifts do you normally work?
- How much is this schedule costing me?
- Do I need to pay this or could I do it for less?
-
-



skills
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- How much is this schedule costing me?
- Do I need to pay this or could I do it for less?
- Do my staff know when I want them to work?
-



skills
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- How well will my customers be served?
- Who else can work today?
- What shifts do you normally work?
- How much is this schedule costing me?
- Do I need to pay this or could I do it for less?
- Do my staff know when I want them to work?
- What is planned for today?



skills
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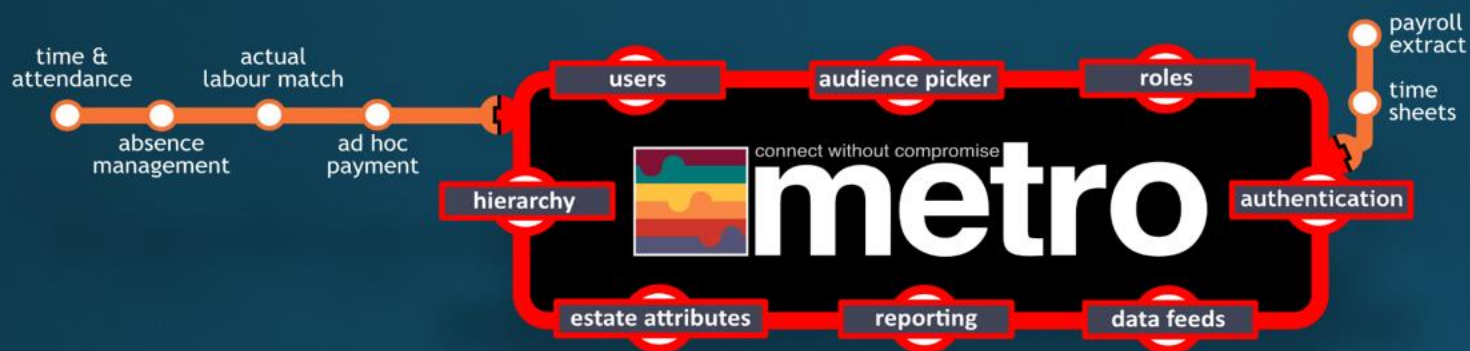
NI threshold schedule optimisation schedule distribution **daily attendance schedule**

All on / off

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Time & Attendance

WTF happened?

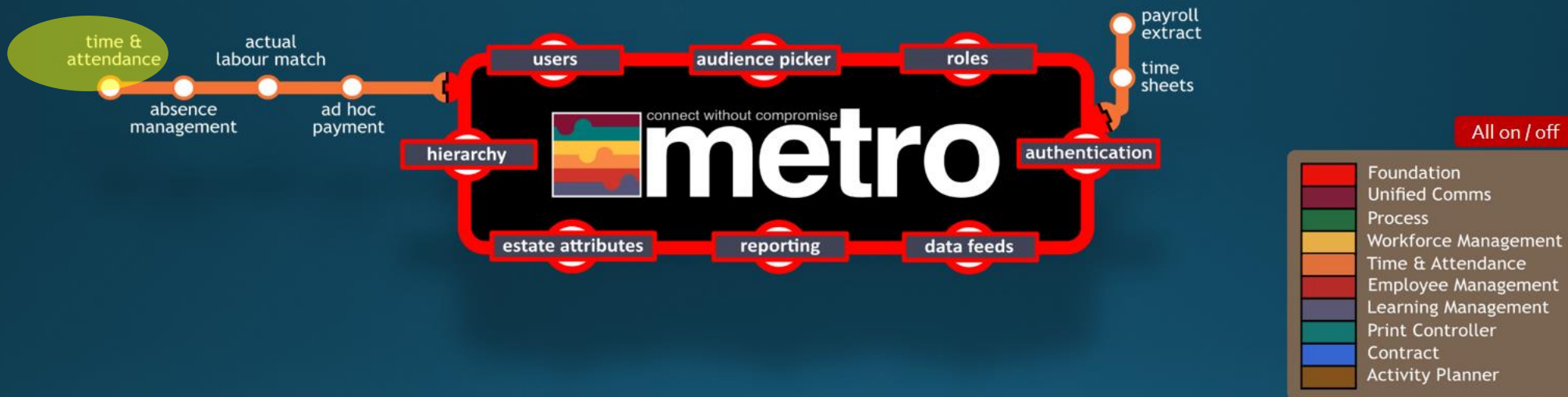


metro has the answer to your question.



WTF happened?

When did you actually work?



metro has the answer to your question.



WTF happened?

When did you actually work?

Where did you work?



metro has the answer to your question.



- WTF happened?
- When did you actually work?
- Where did you work?
- When did you NOT work?

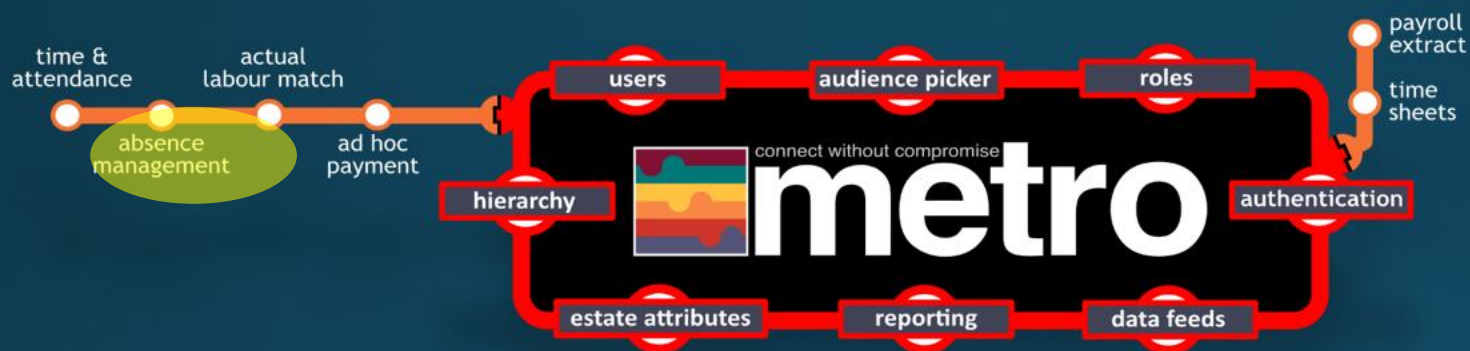


metro has the answer to your question.



- WTF happened?
- When did you actually work?
- Where did you work?
- When did you NOT work?

Why did you not work?

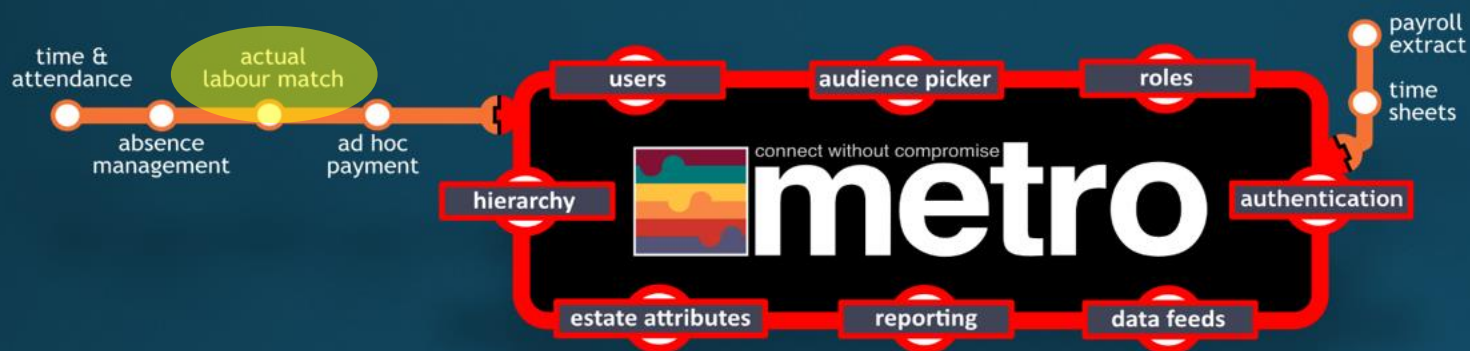


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All on / off

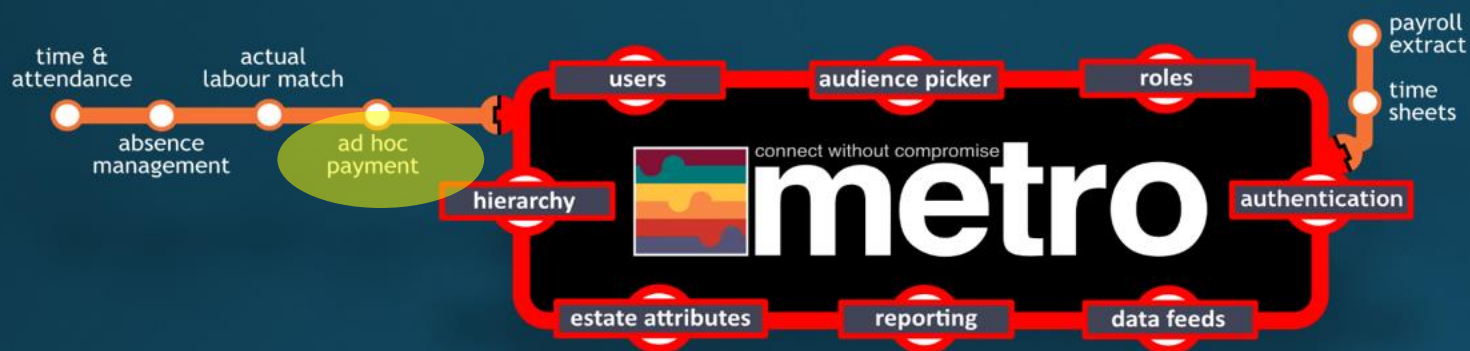
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- Why did you not work?
- Did customer service suffer as a result?

metro has the answer to your question.



- WTF happened?
- When did you actually work?
- Where did you work?
- When did you NOT work?



All on / off

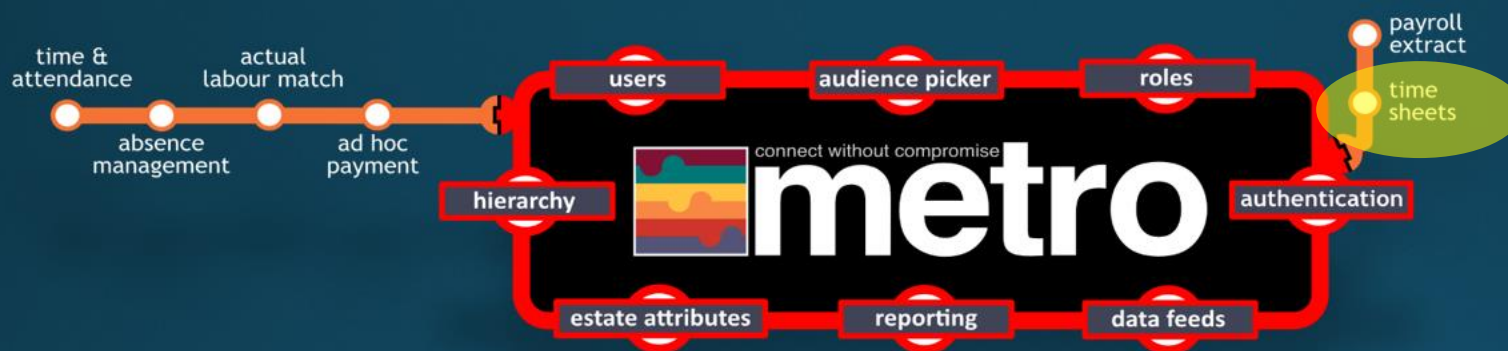
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Contract
Activity Planner

- Why did you not work?
- Did customer service suffer as a result?
- What extra payments / deductions should I give to you?

metro has the answer to your question.



- WTF happened?
- When did you actually work?
- Where did you work?
- When did you NOT work?



All on / off

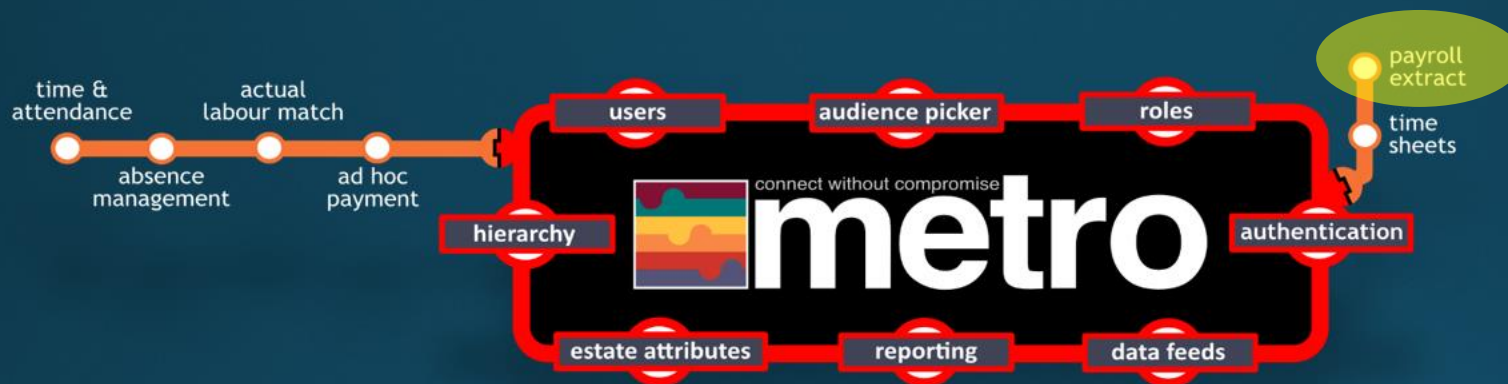
Foundation
Unified Comms
Process
Workforce Management
Time & Attendance
Employee Management
Learning Management
Print Controller
Contract
Activity Planner

- Why did you not work?
- Did customer service suffer as a result?
- What extra payments / deductions should I give to you?
- What have I agreed to pay you and how much will it cost me?

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All on / off	
Foundation	Unified Comms
Process	Workforce Management
Time & Attendance	Employee Management
Learning Management	Print Controller
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- Why did you not work?
- Did customer service suffer as a result?
- What extra payments / deductions should I give to you?
- What have I agreed to pay you and how much will it cost me?
- What have I told payroll to do?

metro has the answer to your question.



Metro People Roadmap

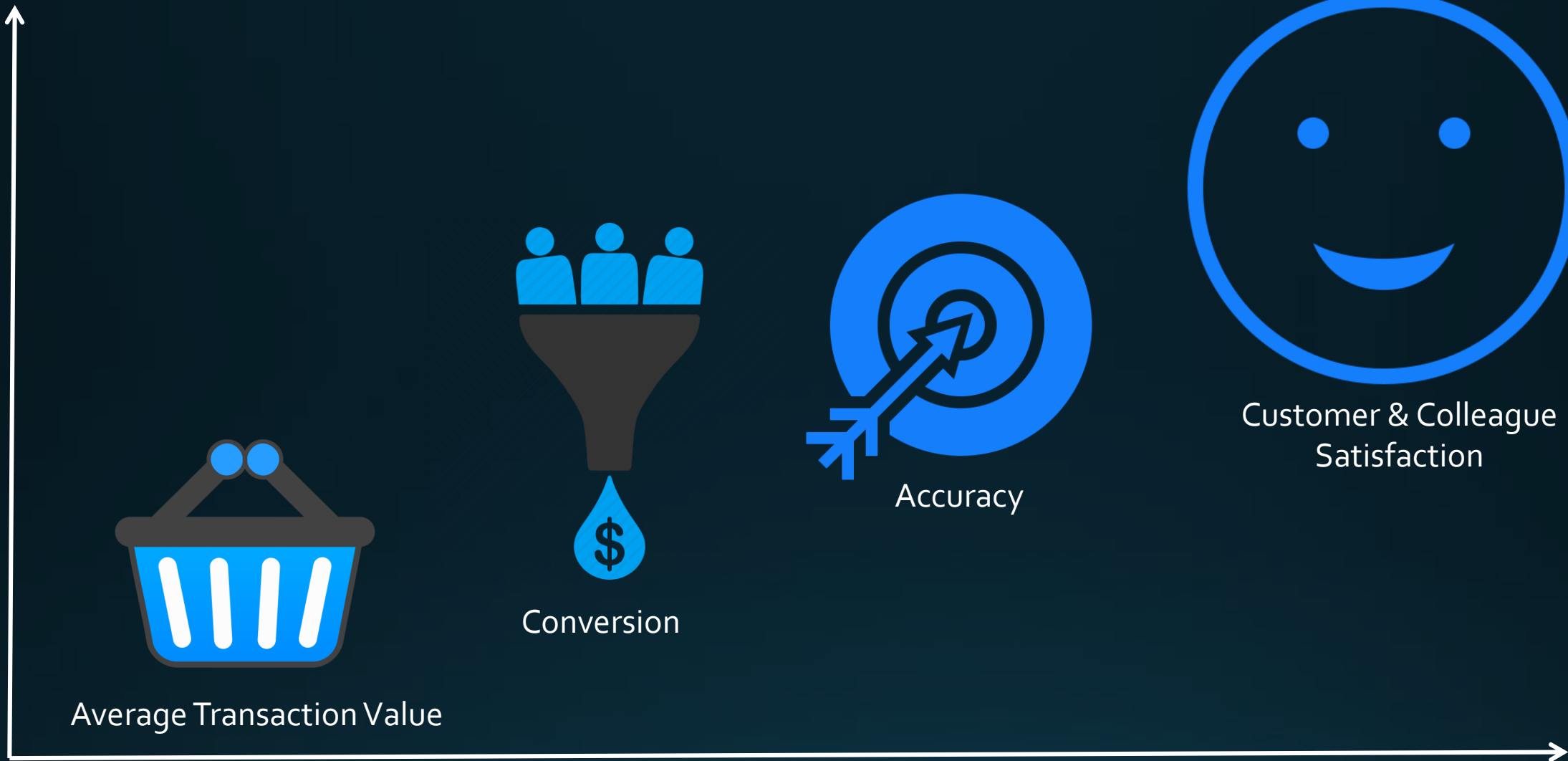
- BI Reporting
- Employee Forms Generator
- Smart Scheduling Standards
- + your feature here



Benefits of Metro People

connect without compromise

 metro



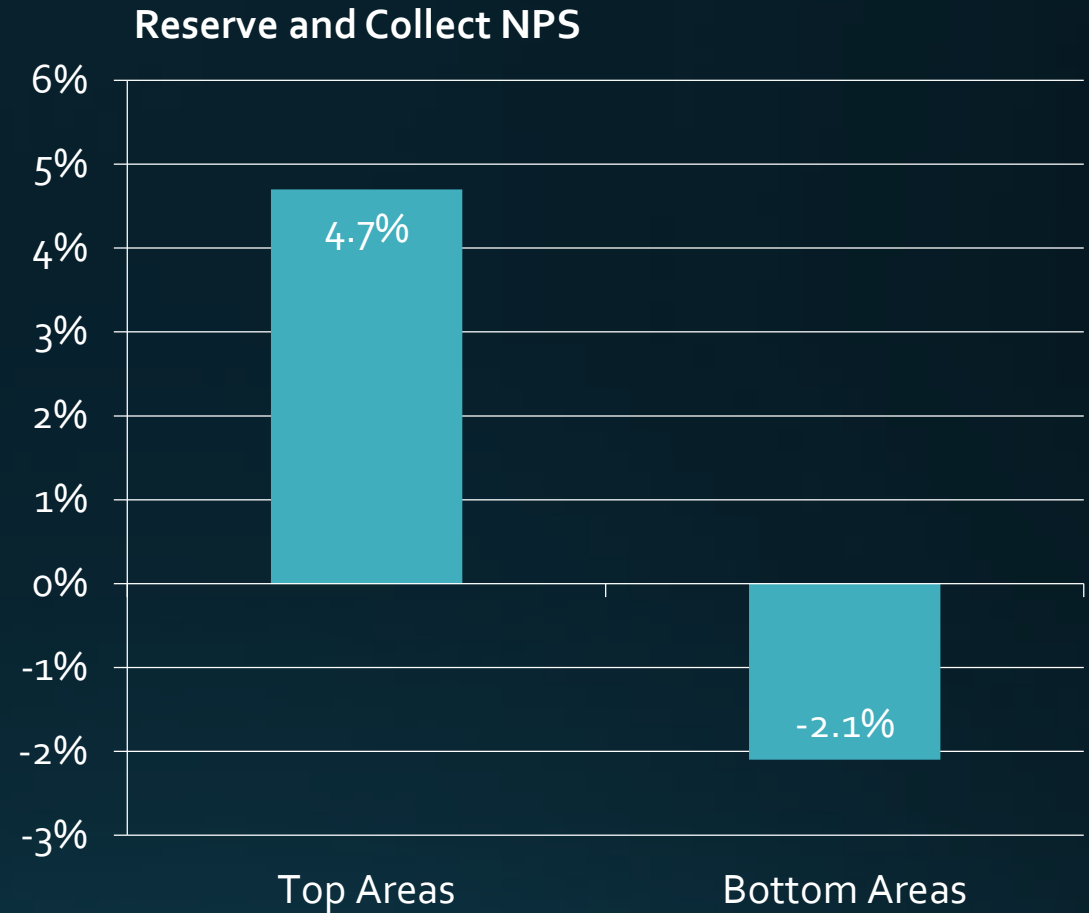
Technological Solutions for Operational Challenges

Reserve and Collect

▼ Schedule Palette

Entry Types

<input type="checkbox"/> Not Working	<input type="checkbox"/> Service	<input type="checkbox"/> Task (16)
<input type="checkbox"/> Delivery (23.5)	<input type="checkbox"/> Stock	<input checked="" type="checkbox"/> R and C (2)



Get Involved Get Engaged



Viewing Schedules and Holiday Requests

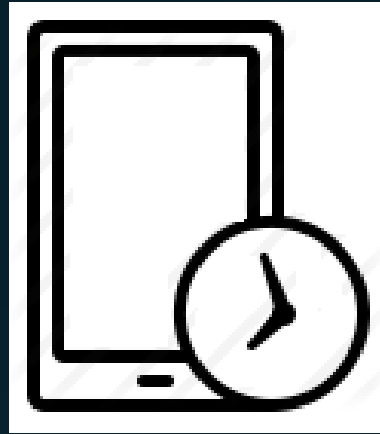
Colleague
Store Manager
Area Manager

<https://metropeople.retail-manager.com>

Summary



Build on Right People, Right
Place, Right Time



Improve Colleague
Engagement



Improve Customer
Satisfaction

Summary

