

Marks & Spencer – Case Study



VisionPlan - Rostering Staff at Marks & Spencer

In the "High Street" retail business environment, having the right staff available at the right times is crucial. In these times of job mobility there is added pressure on those responsible for planning

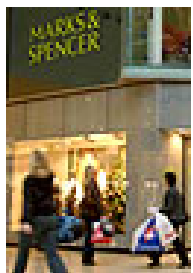
who works when and where. Some years back, **Marks & Spencer** approached **FlexTime Limited** to provide a solution to their rostering issues. Their main need was a software solution which was easy to use & was responsive to the reality of their commercial environment and the ever changing nature of their weekly staffing requirements.

The maximum hours a supervisor can "use" in his section for each week is regularly changed, so as to suit the commercial situation in a particular week. The Supervisor then

uses **VisionPlan** to not only schedule his/her staff, but critically, to also allocate the targeted hours across his/her section for the week.



Senior management can therefore keep a control on working hours to ensure that their major overhead is kept in line with commercial output.



Another important aspect was that as soon as staff schedules or rosters are set up for the hundreds of staff each week, staff need to know as soon as possible about when they need to work. Therefore, each week staff are provided access to the Roster Notice for the following week.

Once the roster is allocated to the employee, **VisionPlan** will calculate the hours to be worked including overtime where necessary. As the week progresses, if there are any changes to the employees planned roster, these are input via the corrections screen. At the end of the week this then leaves a clean file of worked hours for automatic sending to payroll. The System also provides a suite of reports.

M&S has continued to introduce **VisionPlan** to *each* location in its network of Irish Stores.