

CREW Time: WFM Daily Report

Purpose This guide will direct staff to use the WFM Daily Report to compare regions and stores as well as diagnosis issues that may require a 'Go See'

Report Metrics and Definitions WFM Daily Report Metrics and Definitions

| Row Labels | Primary Schedule Drivers | | | | | | | | | | Secondary Schedule Drivers | | | | Supplemental Schedule Data | | | | | | | | | | Schedule to Demand by Role | | | | |
|---------------------|--------------------------|--------------------|------------------|--------------------|-------------------|--------------------|-------------------|------------|------------------|--------------|----------------------------|--------|----------------------|---------------------|----------------------------|--------------------|---------------------|-----------------------|--------|---------|---------------------|------------|--------|--|----------------------------|--|--|--|--|
| | Sched to Demand % | Worked to Demand % | 8AM Wrkd to Dmnd | AM Sched to Dmnd % | AM Wrkd to Dmnd % | PM Sched to Dmnd % | PM Wrkd to Dmnd % | Excess Hrs | Demand Capture % | Part Time OT | Service Pro OT | ASM OT | Punches before 7:30A | Punches after 6:30p | Manager Hrs Sched | Training Hrs Sched | Receiving Hrs Sched | Reconciled Hrs Weekly | Sales | Floater | Service Coordinator | Crew Chief | Tech | | | | | | |
| Jeffrey W Wegner | 99.62% | 95.1% | 83.9% | 95.8% | 90.7% | 73.2% | 98.4% | -238.2 | 100.1% | 0.0 | 0.0 | 0.0 | 308.7 | 574.4 | 8.3 | 1425.3 | 736.3 | 620.9 | 106.7% | 101.3% | 100.1% | 101.1% | 108.3% | | | | | | |
| Mark D Smith | 101.21% | 100.1% | 87.3% | 98.1% | 94.5% | 79.4% | 104.5% | 106.3 | 101.6% | 0.0 | 0.0 | 0.0 | 445.3 | 866.6 | 7.4 | 1995.8 | 722.8 | 615.0 | 109.4% | 104.2% | 100.4% | 104.8% | 110.6% | | | | | | |
| Richard H Wheelless | 102.13% | 98.3% | 89.0% | 99.7% | 95.8% | 76.0% | 100.2% | 447.0 | 99.1% | 0.0 | 0.0 | 0.0 | 252.8 | 440.3 | 7.7 | 1424.3 | 328.5 | 369.3 | 107.7% | 108.8% | 100.9% | 104.7% | 110.8% | | | | | | |
| John A Guadagnolo | 100.15% | 94.6% | 86.3% | 97.9% | 92.9% | 73.3% | 95.9% | 141.4 | 98.4% | 0.0 | 0.0 | 0.0 | 283.6 | 423.4 | 8.4 | 1381.8 | 521.5 | 469.4 | 107.3% | 93.7% | 99.3% | 103.0% | 108.1% | | | | | | |
| Steven T Fournier | 101.26% | 103.2% | 92.6% | 99.4% | 99.6% | 78.9% | 106.1% | 740.4 | 99.2% | 0.0 | 0.0 | 0.0 | 225.0 | 269.7 | 7.8 | 938.0 | 555.0 | 413.1 | 107.5% | 107.7% | 103.5% | 108.8% | 107.0% | | | | | | |
| Grand Total | 100.86% | 97.9% | 87.2% | 98.0% | 94.3% | 76.0% | 100.7% | 1196.9 | 99.8% | 0.0 | 0.0 | 0.0 | 1515.5 | 2574.3 | 7.9 | 7165.0 | 2864.0 | 2487.7 | 107.8% | 102.5% | 100.5% | 103.9% | 109.2% | | | | | | |

| Key | |
|-----------------------------|---|
| Metric | Description |
| Sched to Demand % | Scheduled Hours divided by Demand Hours |
| Worked to Demand % | Punched Hours divided by Demand Hours |
| 8AM Wrkd to Dmnd | Worked Hours from 8am to 9am divided by Demand Hours |
| AM Sched to Dmnd % | Scheduled Hours before noon divided by AM Demand |
| AM Wrkd to Dmnd % | Worked Hours before noon divided by AM Demand |
| PM Sched to Dmnd % | Scheduled Hours after noon divided by PM Demand |
| PM Wrkd to Dmnd % | Worked Hours after noon divided by PM Demand |
| Excess Hrs | Worked Hours divided by Demand Hours times Demand Capture |
| Demand Capture % | Actual Invoices divided by Forecasted Invoices |
| Part Time OT | Hours worked over 40 |
| Service Pro OT | Hours worked over 40 |
| ASM OT | Hours worked over 49 |
| Punches before 7:30A | All unscheduled punched hours before 7:30AM |
| Punches after 6:30p | All unscheduled punched hours after 6:30PM |
| Manager Hrs Sched | Manager Hours Scheduled |
| Training Hrs Sched | Training Hours Scheduled |
| Receiving Hrs Sched | Receiving Hours Scheduled |
| Reconciled Hours | Changes made to past punches |

Using the Report

Click the + sign to expand and show each metric at the SVP, Region, AVP, and Store level

| Primary Schedule Drivers | | | | | | | |
|--------------------------|-------------------|--------------------|------------------|--------------------|-------------------|--------------------|-------------------|
| Row Labels | Sched to Demand % | Worked to Demand % | 8AM Wrkd to Dmnd | AM Sched to Dmnd % | AM Wrkd to Dmnd % | PM Sched to Dmnd % | PM Wrkd to Dmnd % |
| Jeffrey W Wegner | 99.62% | 95.1% | 83.9% | 95.8% | 90.7% | 73.2% | 98.4% |
| CAS | 100.95% | 98.7% | 87.8% | 95.6% | 98.1% | 75.0% | 99.2% |
| Cory M Ferguson | 100.00% | 94.8% | 84.3% | 93.1% | 93.3% | 73.9% | 95.9% |
| Joseph M McKissick | 101.14% | 99.2% | 91.8% | 95.3% | 97.4% | 77.2% | 100.8% |
| Sean J Rodmel | 101.62% | 101.7% | 87.4% | 98.1% | 103.4% | 73.6% | 100.4% |
| 1066 - CAS 02 | 95.98% | 74.9% | 81.8% | 92.4% | 79.0% | 73.2% | 71.7% |
| 1075 - CAS 11 | 100.62% | 90.8% | 87.5% | 97.9% | 97.3% | 75.3% | 85.8% |
| 1076 - CAS 12 | 105.80% | 92.5% | 81.4% | 99.0% | 80.6% | 78.4% | 102.0% |

Using the Report - Sections

| Primary Schedule Drivers | | | | | | |
|--------------------------|--------------------|------------------|--------------------|-------------------|--------------------|-------------------|
| Sched to Demand % | Worked to Demand % | 8AM Wrkd to Dmnd | AM Sched to Dmnd % | AM Wrkd to Dmnd % | PM Sched to Dmnd % | PM Wrkd to Dmnd % |
| 99.62% | 95.1% | 83.9% | 95.8% | 90.7% | 73.2% | 98.4% |
| 101.21% | 100.1% | 87.3% | 98.1% | 94.5% | 79.4% | 104.5% |
| 102.13% | 98.3% | 89.0% | 99.7% | 95.8% | 76.0% | 100.2% |
| 100.15% | 94.6% | 86.3% | 97.9% | 92.9% | 73.3% | 95.9% |
| 101.26% | 103.2% | 92.6% | 99.4% | 99.6% | 78.9% | 106.1% |

Primary Schedule Drivers: Schedule to Demand should be 100-102% for AM and PM and Overall. When Worked to Demand exceeds expectation, see Excess Hours and Demand Capture in next section

| Secondary Schedule Drivers | | | | |
|----------------------------|------------------|--------------|----------------|--------|
| Excess Hrs | Demand Capture % | Part Time OT | Service Pro OT | ASM OT |
| 733.8 | 99.2% | 312.3 | 0.0 | 566.8 |
| 1350.0 | 99.9% | 351.4 | 23.9 | 769.0 |
| 840.4 | 101.7% | 303.3 | 160.5 | 549.0 |
| 454.0 | 100.9% | 359.5 | 31.9 | 602.9 |
| 766.6 | 104.1% | 91.3 | 3.9 | 316.0 |

Secondary Schedule Drivers: Negative Excess Hours indicates labor usage efficiency compared to Demand Capture

| Schedule to Demand by Role | | | | |
|----------------------------|---------|---------------------|------------|--------|
| Sales | Floater | Service Coordinator | Crew Chief | Tech |
| 105.6% | 98.7% | 96.6% | 99.1% | 106.3% |
| 105.2% | 98.5% | 98.9% | 103.2% | 111.5% |
| 102.0% | 107.4% | 99.9% | 100.5% | 106.7% |
| 105.1% | 87.9% | 95.8% | 99.2% | 110.5% |
| 111.3% | 108.4% | 111.7% | 108.4% | 105.6% |

Schedule to Demand by Role: All Roles should be scheduled between 100-102% aside from Floater. Floater should be used to cover lunches and will be over 102% if used properly.

Contact

If you have any questions, please email wfmteam@discounttire.com. We are happy to provide any assistance or coaching you or your stores may need.