

IS THERE A BETTER WAY?

WORK PLANNING & SCHEDULING

IS THERE A BETTER WAY?

Whether you are an existing Kirona DRS user or looking at what Dynamic Resource Scheduling can offer your housing organisation, we are running a series of best practice guides aimed at answering the question – Is There A Better Way?

This first guide focuses on Work Planning & Scheduling and suggests ways in which you can increase productivity, reduce costs and improve customer satisfaction through work optimisation, dynamic scheduling and intelligent appointment booking.

| | |
|--|----|
| THE PLANNING CHALLENGE | 4 |
| OPTIMISING THE SCHEDULE | 6 |
| TAKING THE EMERGING DAY IN YOUR STRIDE | 8 |
| BOOKING APPOINTMENTS INTELLIGENTLY | 10 |
| ABOUT KIRONA | 12 |

THE PLANNING CHALLENGE – IS THERE A BETTER WAY?

For every housing repair organisation, scheduling work will almost always take a significant amount of time, and crucially, getting it wrong can have severely harmful effects on costs and customer service.

Planning and Scheduling are not simple. If you have five operatives, carrying out 5 jobs per day at separate locations – then there can be 8,626,800 different scenarios for allocating those jobs. Put another way, there are 3,000+ ways of getting it wrong.

5 OPERATIVES WITH JUST 5 JOBS EACH



= 8,626,800 DIFFERENT PLANNING SCENARIOS

IS THERE A BETTER WAY?

Most certainly yes. By fully utilising the intelligence inherent within your Dynamic Resource Scheduling tool to ensure that every option is considered and the best option is selected each and every time.

It is about taking advantage of what is possible with the applications available to ensure that every job is performed by the right operative at the right time, regardless of what changes in circumstances take place during the emerging day.

1. OPTIMISE THE SCHEDULING

By letting your Dynamic Resource Scheduling application handle the complexity, planners are able to focus on defining the parameters that drive the most optimum use of resource.

PRODUCTIVITY IMPROVED FROM 5 HOURS PER DAY, PER OPERATIVE TO AN AVERAGE 6:45 HOURS PER DAY, PER OPERATIVE. NORTH LANARKSHIRE COUNCIL



Two factors help our clients to significantly increase productivity while improving customer satisfaction:

IDENTIFYING SUITABLE OPERATIVES

This is more than matching skills to job. Other factors such as required timescale, location, equipment, language, certification, annual leave, can and should be taken into account. The more rules you have, the better optimised your repairs become, however, we recommend to limit this to fewer than ten so not to restrict flexibility.

IDENTIFYING THE BEST OPERATIVE

Identifying suitable operatives is likely to produce multiple options, now it is about identifying the best. A key factor here is travel time, and this is not based on 'as the crow flies' but needs to take into account street level journey planning to significantly reduce travel time and costs.

2. TAKING THE EMERGING DAY IN YOUR STRIDE

Dynamic Scheduling is the key to ensuring that whatever emerges throughout the day, you are always working to the most optimum plan.



Without Dynamic Scheduling, new jobs are simply allocated to first available slot across operatives.

With Dynamic Scheduling the day is re-planned to create the most optimum schedule including the new job.

Emergency repairs, job overruns and no-access are all factors effecting the emerging day. Repair organisations have three options:

1. They build-in a buffer of free operative slots to accommodate emergencies and overruns, and live with the inefficiency this generates in utilisation and travel.
2. Simply slot emerging work into the schedule of relevant operatives on a first availability basis ignoring who is the best operative.
3. Re-evaluate the plan and reschedule to take into account emerging work to ensure that they maintain the most optimum work schedule across all available operatives.

3. BOOKING APPOINTMENTS INTELLIGENTLY

Booking an appointment should not be about finding an available slot, but presenting the most cost efficient window.

The greatest opportunity for a repair organisation to maximise efficiency is at the point a tenant is booking an appointment. It is vital that the customer service advisors not only have a view on available slots, but also intelligence on most efficient slots.

| WED 5 MAY | THURS 6 MAY | FRI 7 MAY | SAT 8 MAY |
|--|--|---|--|
| 09 - 12  | 09 - 12  | 09 - 12  | 09 - 13  |
| 09 - 15  | 09 - 15  | 09 - 15  | |
| 15 - 17  | 15 - 17  | 15 - 17  | |

Colour and Star's indicate the most cost effective appointments available.

The difference between offering an available slot and the most Optimum available slot can be as great as an hour a day per operative.

Dynamic Resource Scheduling should be utilised when appointments are being made to identify the most effective use of resource based on three factors:

1. Availability of appropriate operatives.
2. The most cost effective slots that are available based on resource and travel optimisation.
3. The most cost effective slot that could be made available through dynamic rescheduling to further optimise resource utilisation and travel.

Your customer service team should then be presented with a simple screen that enables them to offer appointments in the order that is most efficient for your organisation.

ABOUT KIRONA

Founded in 2003, Kirona is recognised as a leader in the development and delivery of Field Force Automation software solutions.

Our success comes from extensive experience in the social housing sector and our focus on tailoring our approach to guarantee our customers achieve their business goals.

Over 25,000 field-based operatives rely on a Kirona based solutions and we are helping the leading Housing and Contractor organisations to increase the number of jobs they complete each day, reduce overheads such as mileage and administration, and provide better customer service.

We help our clients to improve the way the plan and dynamically schedule work with DRS, we maximise efficiency in the field through our Job Manager mobile working solution and we provide managers with valuable insight and KPI tracking on their operation through InfoSuite.



Crown
Commercial
Service
Supplier



We hope that you will have found our thoughts on work planning and scheduling useful, please feel free to share with your colleagues.

If you would like to speak to one of our team we would be happy to help.

T: 01625 585511

E: info@kirona.com

W: www.kirona.com

