

Körber Supply Chain

Master Class Series

Today's Class:

Gamification: A powerful tool for
motivating teams



Speakers



Thomas Goldsby

Professor

Haslam Chair of Logistics

The University of Tennessee Knoxville



Ciaran Mulholland

Product Manager – WES &

Gamification

Körber Supply Chain Software

Supply Chain Master Class: Warehouse Technology Excellence

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

Class Schedule:

- June 8: Know before you go: Planning warehouse improvements with simulation

Master Class Series – On-Demand

- Addressing Labor Challenges
- Cold Storage Trends
- Warehouse Technology Excellence
- Sustainability
- The right storage method for your warehouse

Housekeeping



- All phone lines are muted
- Recording of today's class and slides will be emailed 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

Handout:

- Innovative Technology for Labor Challenges

Some sobering facts about warehouse labor turnover



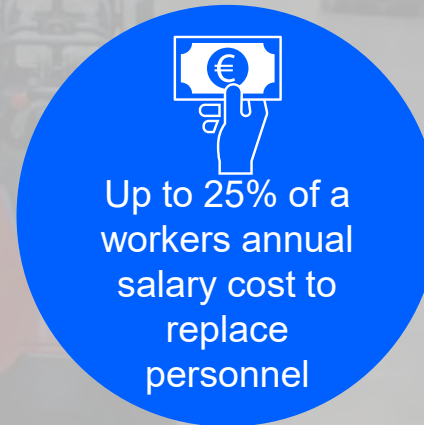
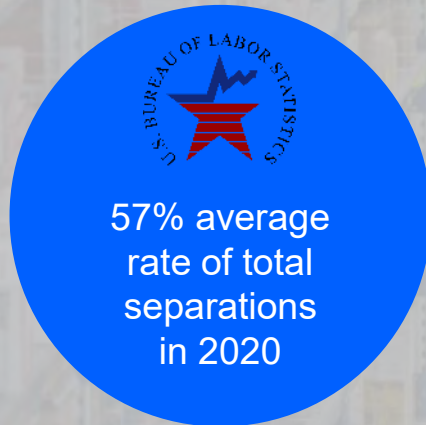
Warehouse worker turnover is 37 percent annually...
compared to 3.6 percent across other industries.

The cost of replacing a warehouse worker can equate to 25 percent of a worker's annual salary.

Aside from seeking higher pay elsewhere, common reasons for departure include:

- Job is too demanding
- Injury / fear of injury
- Boredom / repetition
- Lack of clear career path
- Poor organizational culture / fit

74 bn EUR are lost annually due to disengaged manual workers



Proven across industries and brands



Gartner is redefining gamification as “the use of game mechanics and experience design to digitally engage and motivate people to achieve their goals”

Gartner Blog Network

Why now?



- Mobile devices are omnipresent everyone
- Gens Y and Z are digital natives
- Organizational shift from PCs to mobile devices
- Internet and Cloud proliferation
- Engagement increase proven to be 5-10% annually



Story : K.Sight Engage



Arrive at
Work



Sees Goals and Progress towards them, plus today's Bonus Challenges

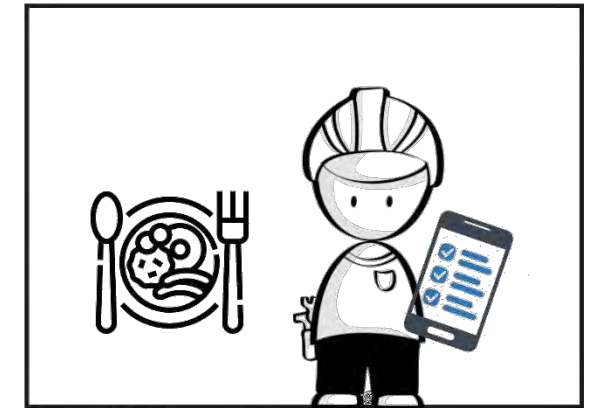
Goal selected from Store

Team
Leaderboard



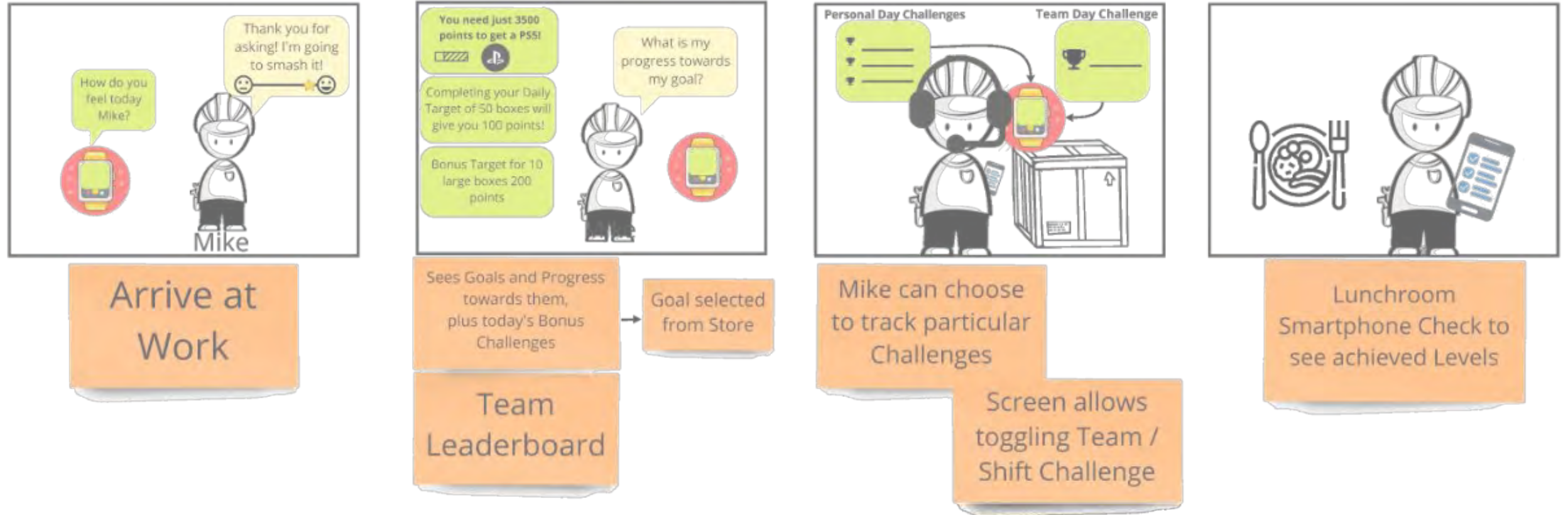
Mike can choose to track particular Challenges

Screen allows toggling Team / Shift Challenge

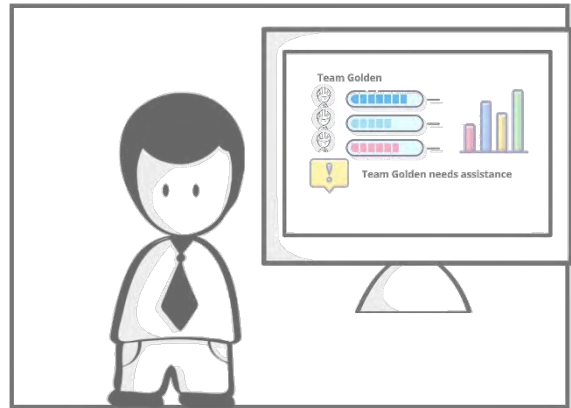


Lunchroom
Smartphone Check to see achieved Levels

Story : K.Sight Engage



Story : K.Sight Engage



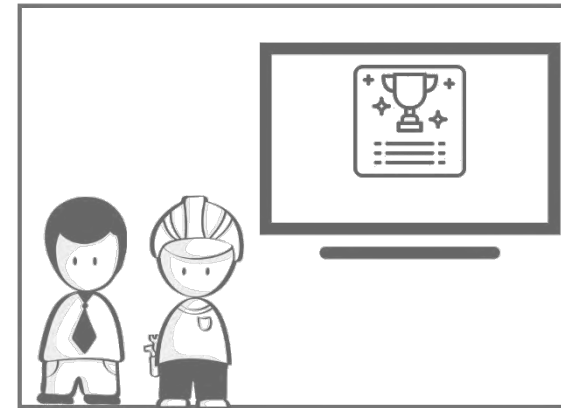
Manager can see
Challenges,
Speeds and Goals

Team Progress
visible, enabling
preemptive Support



Achievement
Notification: 75%
of Day Goal done!

Choose new
Goal/Rewards for
the Afternoon?

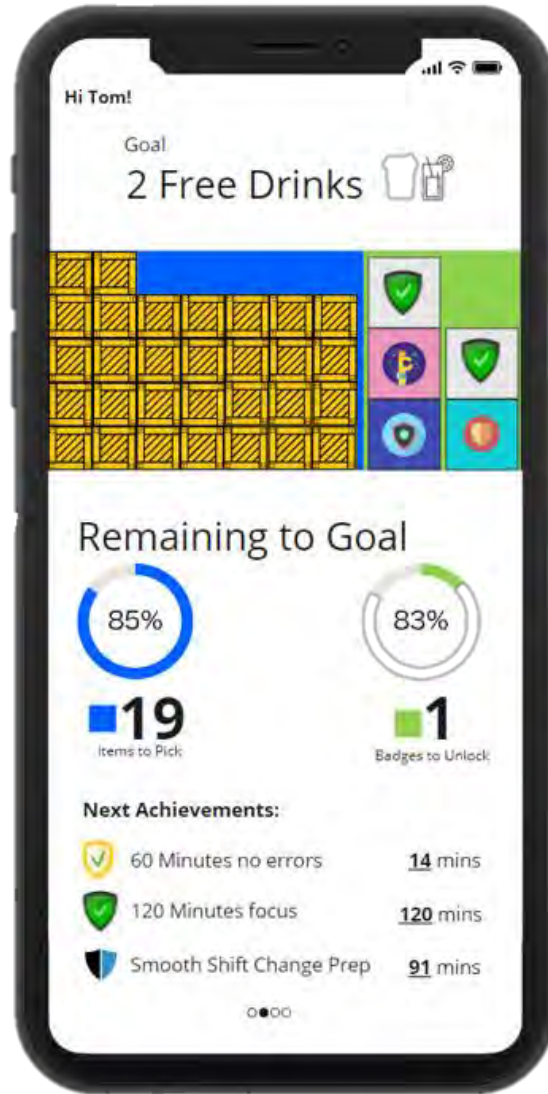


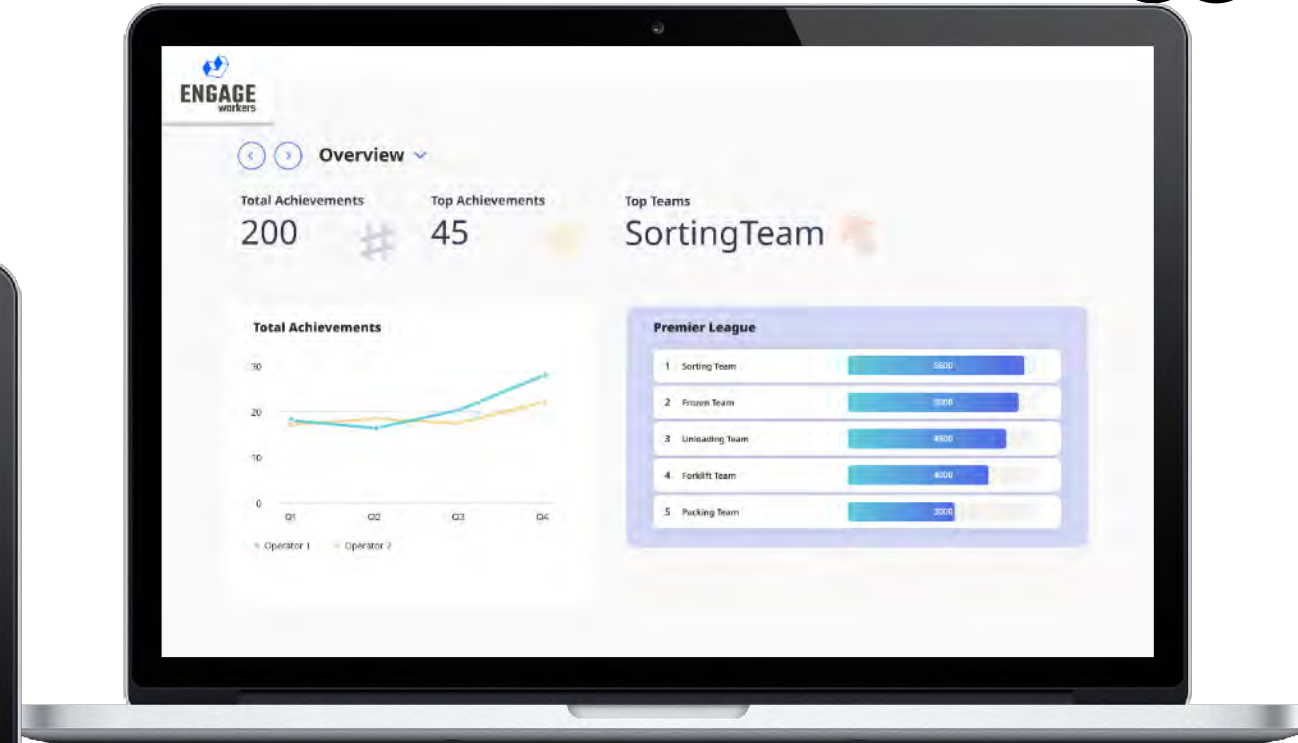
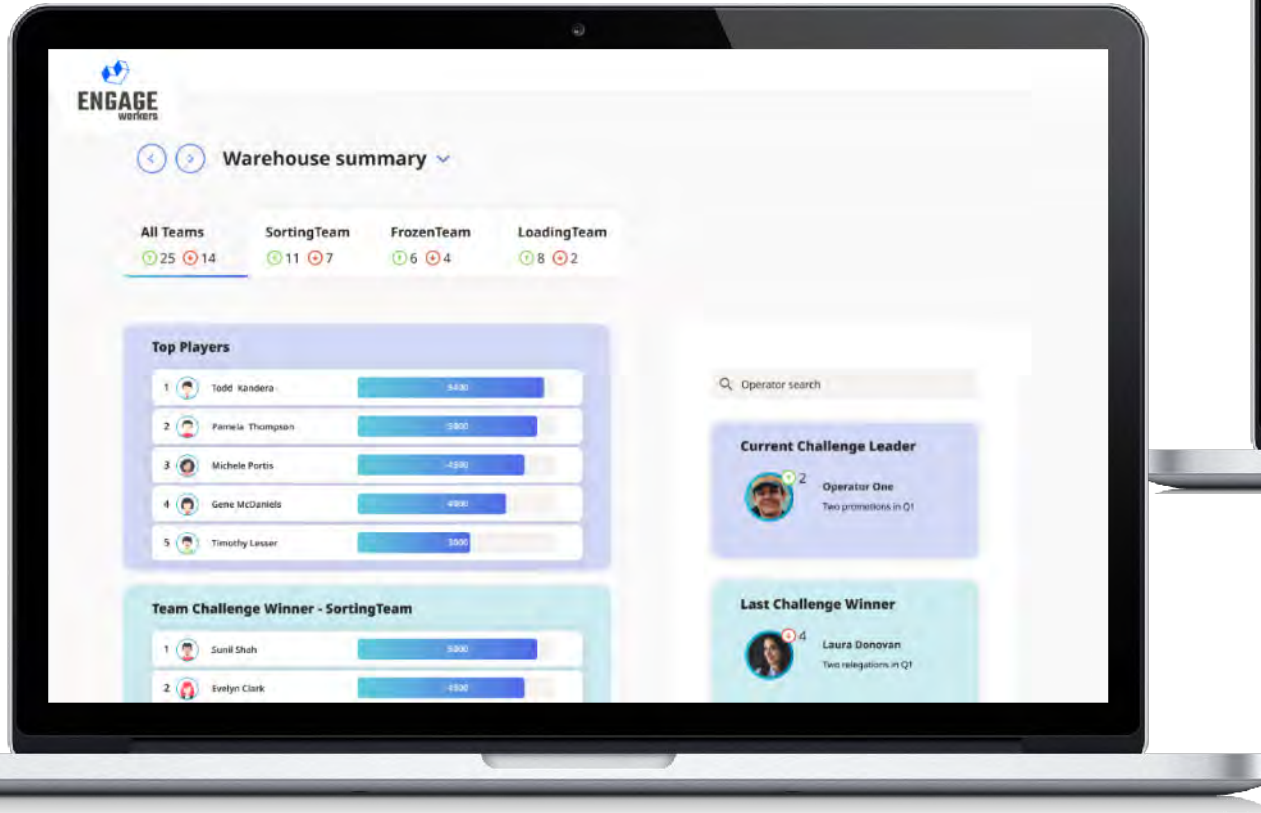
Anonymised
Achievements shown
on Floor Leaderboard

Private Team makes
Progress towards
Team Reward, e.g.
Bowling Night



End of Shift





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Questions &
Discussion



Next Supply Chain Master Class



Know before you go: planning warehouse improvements with simulation

Consumer shopping behavior has permanently changed, the trend to online shopping accelerated by the COVID-19 pandemic. On June 8, join Simon Shore to learn how simulation can help businesses plan for more efficient fulfillment of ecommerce and omnichannel orders, whether in new or existing warehouses.

Contributor:

Simon Shore | Managing Director
Körber Supply Chain Software

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