

## Bibby Distribution

# Re-Vision Logistics enhances HR efficiencies and absence management for Bibby Distribution with Kronos



### About Bibby Distribution

As the UK's leading independent logistics company, Bibby Distribution combines an impressive portfolio of services with a unique business approach and a genuine commitment to excellence. The company has 70 operating centres with several million square ft of warehousing space, employing over 2,600 staff, supported by over 1,500 vehicles and utilising sophisticated computer system capability.

### Kronos at "Vision" Scunthorpe

Re-Vision Logistics and Bibby Distribution were awarded a five-year contract with independent buying consortium "Nisa-Today's" to deliver ambient products to over 500 Nisa-Today's members with around 3,000 delivery locations in the UK. The logistics operation is based in a purpose built 650,000 sq ft warehouse in Scunthorpe where the Kronos system is used by approximately 800 employees working across all functions including warehouse operatives, transport drivers and administration.

### Workforce management challenge

Bibby had previously used an older, legacy time and attendance system. The system had been perfectly suitable for Bibby when the operation was smaller and the terms and conditions of the employees much simpler, but as the operation grew, and employee pay rules became more complex, the company recognised the need to update the time and attendance system. James White, Company Secretary of Re-Vision Logistics Limited explained, "The limited functionality of our old system was causing administrative problems for us, with too much manual keying of data, resulting in errors and payroll queries. We identified swiftly that it was time to act, implement and deliver a solution."

### The solution

A number of systems vendors were examined before selecting Kronos. Commenting on the choice of vendor, James White said, "The requirement was for a fully integrated Time and Attendance, HR and Payroll system and the preferred choice was to find one system to do all three things. We quickly realised however that a best of breed solution was required to manage the complexity of our business and Kronos Workforce Central became the clear choice. Kronos then went on to assist us in our selection of HR and Payroll systems."

### Benefits summary

- Improved overtime and absence management
- Ability to manage and analyse absence trends with Kronos Attendance Diary
- Reduction in payroll error rate
- Excellent management of complex pay rules
- Reduction in payroll preparation time
- Exception reporting enables proactive staff management
- Automatic calculation of employee attendance bonuses
- Overtime controlled with flexed hours contracts
- Payroll interface with Kronos to fully automate the payroll system
- Interface with labour standards system to facilitate the payment of productivity-based bonuses.

"We quickly realised that a best of breed solution was required to manage the complexity of our business and Kronos Workforce Central was by far the obvious choice"

James White, Company Secretary, Re-Vision Logistics Limited

*"The limited functionality of our old system was causing administrative problems for us, with too much manual keying of data, resulting in errors and payroll queries. We identified swiftly that it was time to act, implement and deliver a solution."*

James White, Company Secretary, Re-Vision Logistics Limited

### The benefits

The first stage of the Kronos project has been fully operational at the "Vision" site in Scunthorpe since July 2005, and the entire IT project was completed in 2006. Kronos was fully integrated with a number of other systems, including systems for HR and payroll and the company's labour management system – used to monitor employee productivity against defined labour standards.

The company has seen a number of benefits including:

#### Timely absence reporting

On a nightly basis the Kronos system automatically emails staff managers and team leaders to alert them to staff lateness and absence the previous day. Managers receive the email each morning enabling them to proactively manage their own staff and deal with HR issues in a timely manner.

#### Overtime controlled with flexed hours contracts

Fluctuating demand for services is common within the retail warehousing and distribution sector and organisations often find solutions to help manage the cost of labour and potential overtime payments. Re-Vision Logistics Limited and Bibby Distribution work around Nisa-Today's three week promotional cycle and delivery to stores could fluctuate from 1 million cases in week one of the cycle to 1.3 million cases in week three of the cycle, significantly affecting required staffing levels. Seasonal promotions too can affect the number of people required to cope with the demand. A flexed hours system is operated for employees where staff are paid a basic pay of 40 hours each week. If an employee is required to work an additional eight hours one week, the Kronos system carries these hours forward to the following week. At the end of each six-week period, Kronos calculates the number of 'under' or 'over' hours versus the employee contract. The employee then has the option to either take payment for the excess hours due to him, to have pay deducted for any 'under' hours, or to carry forward his totals to the following six-week period.

#### Future steps

Re-Vision Logistics Limited is considering the possibility of installing an employee self service facility for the Bibby employees – a terminal in the staff canteen where employees will be able to do a number of things including, making holiday requests and looking up their accrued flexed hours, holiday entitlement and daily bonus calculations. The company is also considering Passport in Time – to enable team leaders to create inter-departmental staff transfers via a PDA, rather than having to return to a PC each time a transfer is to be done.



### Kronos Systems Limited

Kronos House  
Carey Road  
Wokingham  
Berkshire RG40 2NP  
Tel: 0118 978 9784  
Fax: 0118 978 2214

Railway Court  
Ten Pound Walk  
Doncaster  
South Yorkshire DN4 5FB  
Tel: 01302 323880  
Fax: 01302 328883

Stanton Harcourt Road  
Eynsham  
Oxon OX29 4TX  
Tel: 01865 734 300  
Fax: 01865 731 289