

Labor Engagement, Safety and Efficiency

Supply chain benchmarking survey

In late 2021, Körber launched a research project to understand the underlying factors that drive supply chain complexity. These are:

-  **Labor Engagement, Safety and Efficiency**
-  **End Customer Experience**
-  **Agility and Resilience**
-  **Sustainability**
-  **Digitization and Process Automation**
-  **Facility Optimization**

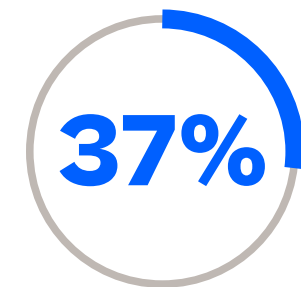
This was followed by a survey to assess current best practices and establish benchmarks. Based on their responses, participants were scored and categorized into four maturity levels:

-  **Initiating**
Significant potential for growth
-  **Advanced**
Strong performer with established capabilities
-  **Developing**
Solid performer with average capabilities
-  **Leader**
Top performer with established best practices

What we found

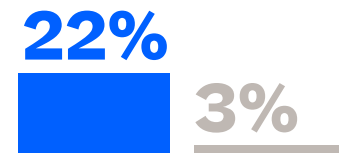
With an increasingly tight labor market, many organizations find it challenging to hire and retain staff. Equipping workers with the right technologies and tools will enable them to work as efficiently as possible.

The survey results measuring Labor Engagement, Safety and Efficiency suggested that uncertainty is pervasive in the fast-changing supply chain labor market.



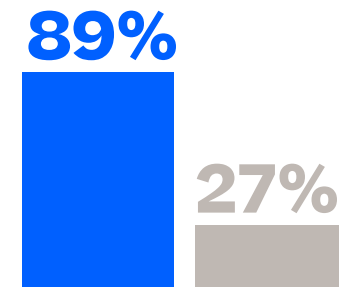
Overall, only 37% of respondents have sufficient staff

Hiring and retaining employees remains a key challenge for businesses of all sizes.



22% of leaders vs 3% of advanced supply chains can onboard employees in a day or less

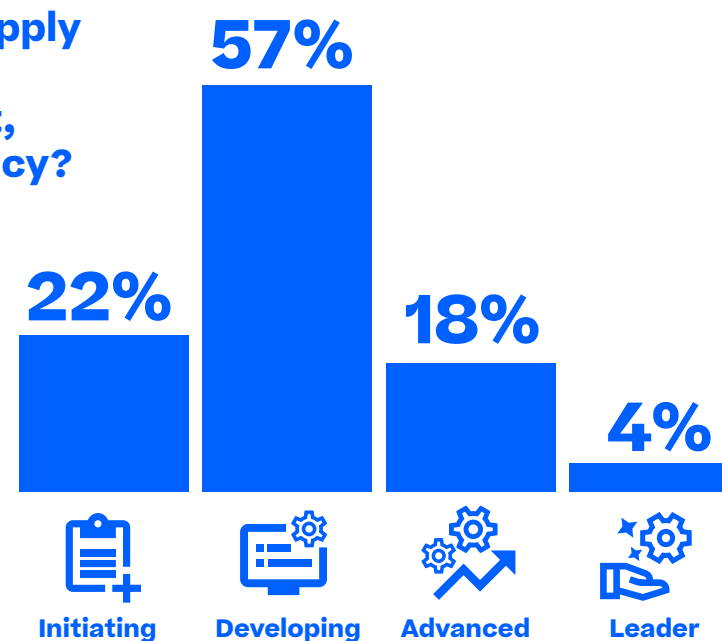
With short onboarding and training times, leading organizations face fewer delays before employees become fully productive.



89% of leaders say they have enough staff

However, confidence falls off quickly, with only 27% of advanced supply chains reporting the same.

Breakdown: How mature are supply chains in terms of Labor Engagement, Safety and Efficiency?



Where leaders are ahead

1. Gamification

A fairly recent, but highly promising solution to increase motivation, by offering incremental goal setting, virtual incentives, ongoing feedback and tips throughout the day.



Had work gamification solution in place



2. Meeting safety goals

Complying with continually changing health and safety guidelines takes time and resources, but it's essential to employee safety and reducing churn.



Attained workplace safety goals in warehouse operations in the past year



“It’s very hard to staff up, and whether I mean staff up in terms of labor capacity, or technological capacity, it’s very difficult to try to operate in a fashion commensurate with the lumpy demand that we see.”

Thomas Goldsby
Professor of Supply Chain Management,
University of Tennessee

Benchmarking your supply chain



For the full results from Körber’s 2022 Supply Chain Benchmarking survey, and to assess how well your supply chain performs compared to industry leaders, visit our website benchmarking.koerber-supplychain.com

About the survey

For the 2022 Supply Chain Benchmarking Report, Körber commissioned management consultancy Roland Berger to conduct an online survey of 244 supply chain professionals across Europe and North America. Respondents self-identified as having management or executive responsibility within the supply chain function in an organization with 500 employees or more.

