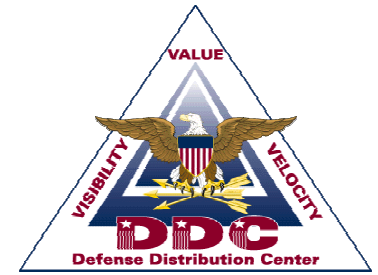


# PwC Consulting

## Operations Analytics Projects



### • Client Business Need

- The pattern of workload arrival at Defense Distribution Depots is highly variable by hour and by day, and the Defense Logistics Agency (DLA) was concerned that depot personnel schedules were not aligned with the workload, resulting in inefficiencies, high costs, and excessive lead times in processing the workload.

### • PwC Solutions

- DLA selected PwC to conduct an analysis of several defense distribution depots to analyze the workload and align staff schedules with the workload.
- PwC developed the Shift Alignment Model to optimize staff scheduling based on the variable workload, subject to labor restrictions and business constraints. This model used mathematical programming to determine the right number of staff to assign to the right schedules, to optimally handle the workload.
- Benefits to the Client
  - Optimized scheduling to handle workload as it arrives
  - Increased utilization of staff resources
  - Shorter lead time to process workload
  - Potential for reduced operating costs

