

Chapter 5 Outline

Productivity Standards
 Determining Productivity Standards
 Balancing Quality and Quantity
Planning Staffing Requirements
 Fixed and Variable Labor
 Developing a Staffing Guide
Forecasting Business Volume
 The Nature of Forecasting
 Base Adjustment Forecasts
 Moving Average Forecasts
The Staffing Guide as a Scheduling Tool
The Staffing Guide as a Control Tool
 Variance Analysis
 Budgetary Control
Labor Scheduling Software
Monitoring and Evaluating Productivity

Competencies

1. Explain how supervisors determine productivity standards. (pp. 139–145)
2. Explain how supervisors plan their staffing needs and develop a staffing guide. (pp. 145–149)
3. Forecast business volume using the base adjustment forecasting method and the moving average forecasting method. (pp. 149–154)
4. Explain how supervisors use staffing guides as labor scheduling and control tools. (pp. 154–161)
5. Describe the features and functions of software applications in relation to scheduling and labor control. (pp. 161–164)
6. Identify procedures supervisors can follow to increase productivity. (pp. 164–167)