



## KUM & GO CASE STUDY



### CHALLENGE

- Overnight shifts filled by the same employees or salaried managers
- **100% associate turnover** and **15% manager turnover**
- Increases in overtime hours within last 12 months
- Low open shift fill rates (**15%**)

### SOLUTION

- Enabled employees to coordinate shifts through employee swaps with neighboring stores
- Managers could broadcast urgent open shifts to fill with employees in their district and region

### KEY STATISTICS

25%

Reduction in overtime

10%

Reduction in turnover

70%

Decrease in shifts worked by GM's

