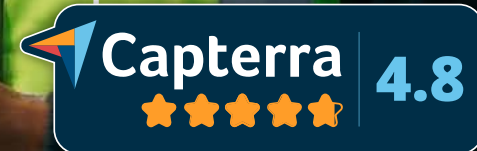


A smiling man in a warehouse wearing a high-visibility vest and holding a handheld device. The background shows warehouse shelving with boxes.

**indeed flex**

# 3 staffing blind spots killing throughput

How forward-thinking operations leaders use real-time data to reclaim capacity and drive down costs.



[indeedflex.com](https://indeedflex.com)

As an operations leader,  
getting staffing right is *tough*.



# You're juggling a million and one priorities, but getting it right means unlocking your entire operational capacity.

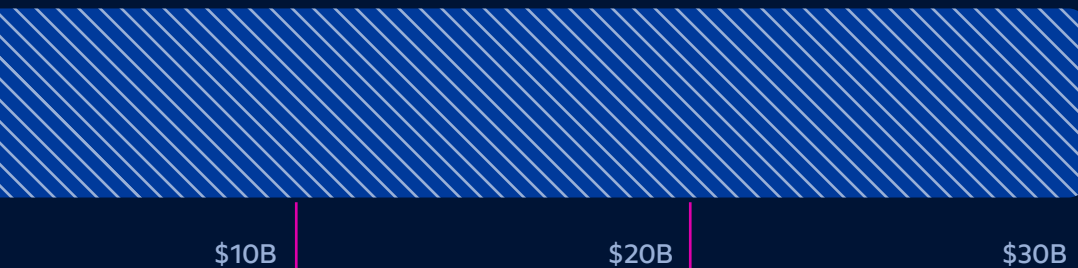
An essential KPI to measure against is your **throughput**. So the question becomes are you measuring it the right way? Most teams think throughput is a demand problem. It isn't. It's a labor coordination failure, across multiple sites, hiding inside 'busy' operations.

**Sites are active, shifts are being filled, but...**

...throughput isn't where it should be, affecting delivery targets and, ultimately, client relationships.

It's not just a problem that can be swept under the carpet: **disjointed supply chain coordination costs \$30 billion annually in the U.S. food industry alone.<sup>1</sup>**

But most teams can't see where it's happening, and therefore, how to stop it.



**\$30 billion**

annual costs in the U.S. food industry alone.<sup>2</sup>

Cost per shift rises by 19%  
due to inefficiencies in your  
current staffing model.<sup>2</sup>

19%

# Without real-time data, you're busy busy busy, but *inefficient*.

## On paper, everything looks fine:

- Shifts filled
- Workers on site
- Demand met

## In reality:

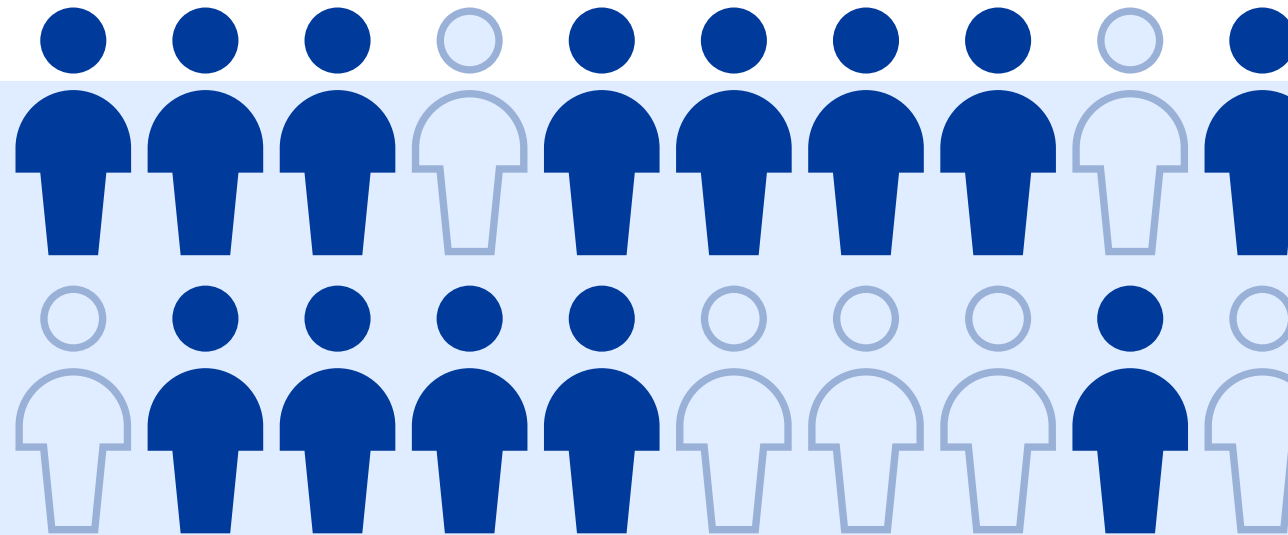
- Roles are filled late
- Staff quality varies
- Overtime rates mount up covering for gaps
- Productivity varies shift to shift

## So, yes, those shifts are filled, but:

- Are they filled with the same, consistent, reliable, carefully vetted workers?
- Do they have the required skills and know your systems and processes?
- What's the mix of agency, perm and temp staff, and who's monitoring agency performance?
- Is that the most cost-effective workforce composition?
- Can you effectively forecast upcoming demand spikes and ensure maximum fulfillment?
- Are you using the same trusted suppliers every single time?



If you don't have real-time data that will answer these questions then throughput will almost certainly be *affected*.



It's not a small issue: research indicates that \$8.8 trillion is lost, globally, from reduced productivity due to *disengagement*.<sup>3</sup>

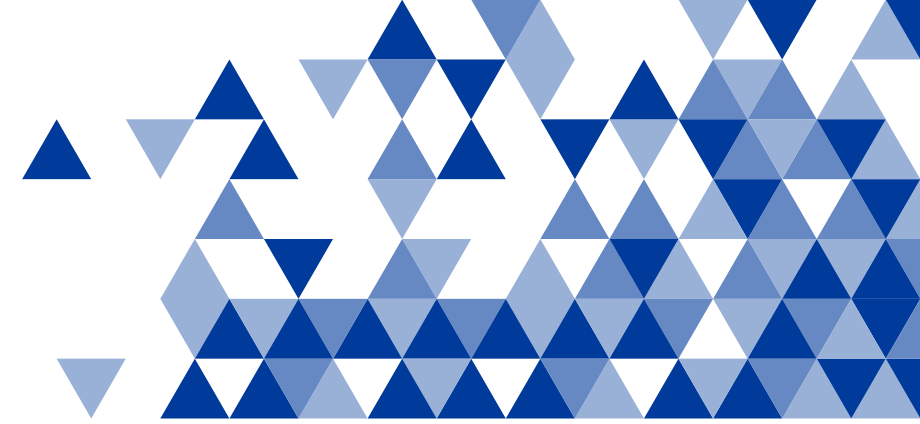
What you need is access to this solid, real-time data, so that decisions aren't made after the problem has already impacted throughput.



\$8.8  
trillion



**More suppliers  
means more  
*complexity.***



**It can feel like you're working efficiently and keeping on top of everything, but the commercial reality is very different. Everything is covered, but in a disjointed way.**

**You're managing multiple:**

- Agencies, with different contracts, terms, and bill cycles
- Platforms for your workforce overview
- Scheduling tools

Each of these solves its own outcome. But no one owns the system, people work in silos, so you're not coordinated. Managing all of that takes up vast amounts of time and energy, which could be better spent working on strategic organizational goals rather than reactive agency relationship management.

Ultimately, the more staffing agency suppliers and systems you add, the more complexity you introduce.

It then becomes harder for you to keep track and scale effectively.

The result is operational drag that reduces throughput and increases cost per unit.

**The key is to juggle less and keep operations simple and unified.**

Your fulfillment model reacts that little bit *too late*.

When it comes to large-scale, multi-site operations it goes without saying you don't leave things too late with staff fulfillment.

Reactive fulfillment lends itself to bad habits that drive up costs:

- Agency mark up fees for last minute fulfillment
- Overtime rates
- Short-term thinking, which affects quality, reliability, throughput

Cost aside, this can lead to those lower quality matches: workers with missing skills, experience, or your preferred performance indicators.

And, yet again, this has a knock-on effect on throughput.

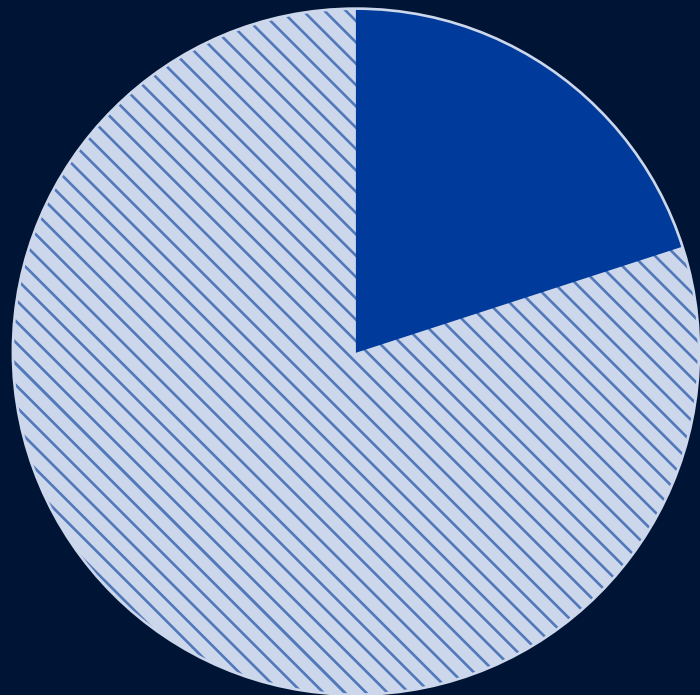
What you don't want is a system that simply responds too late when demand shifts.

Without the right fulfillment model, you find that you're not planning for demand; **you're recovering from it.**



# The combined impact of these blind spots

The issues presented by the three blindspots mentioned don't conveniently show up as a single failure. Instead, they show up as consistent underperformance:



**23%** Throughput affected by a 23% reduction in a worker's shift productivity<sup>4</sup>



More overtime and contingency spend



Damaged supplier relationships



Poor demand forecasting



Lower site-level productivity



Shelved projects or organizational initiatives

Individually, these can be dealt with. Collectively, they cause a significant headache. More importantly, they hurt your bottom line.

# How can your operations run *smoothly*?

Fulfillment rate

AV. RATING

4.87



To run your operations more effectively, you need:

- Real-time visibility, end to end
- Centralized fulfillment and supplier control
- Integrated performance data
- One unified system
- Proactive workforce planning



If all of these are in place, you can:

- Demand peaks planned, not panicked
- Fulfillment guaranteed, every shift
- A consistent, vetted workforce
- Lower costs through smarter forecasting
- More strategy, less admin

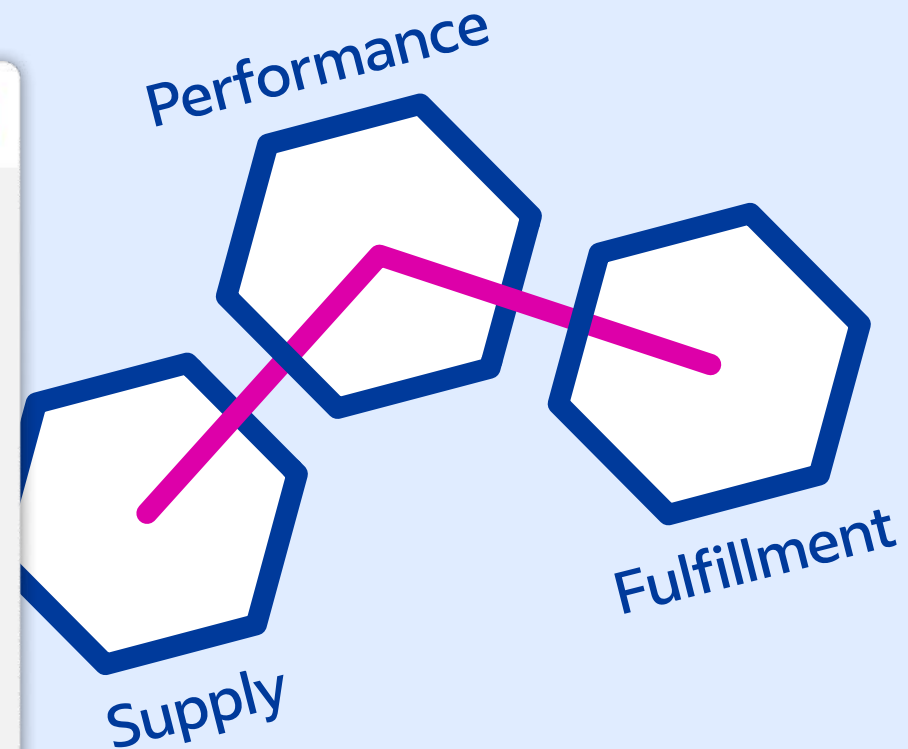
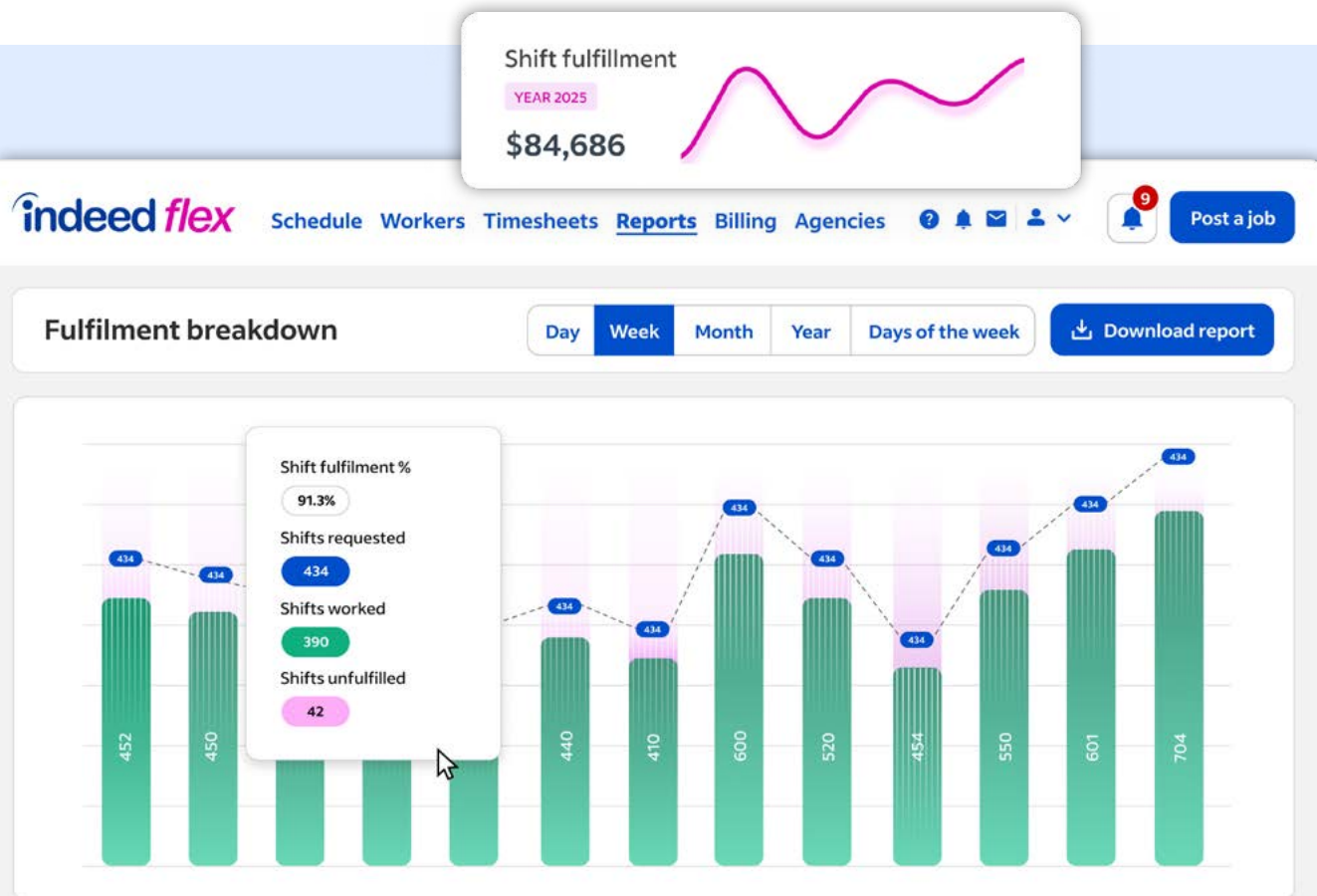
# The next gen model: **indeed flex**

What you want from your daily operations is one **unified** system, where everything works together.

To achieve this, move away from the traditional, siloed approach to workforce management.

In this model, supply, fulfillment, and performance are treated as a single, real-time data stream, so success is no longer measured purely by 'heads in the building', but by a synchronized effort across your team.

In the end, this means that throughput is no longer a variable of labor volume, it's a variable of labor coordination.



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