

projekt0708®

!! movable.design



Microsoft
Partner

Staffing @ dm-drogerie markt

19.05.2021



HR Business
Consulting



User
Experience



HR
Solutions



HR
Technologies



HR
Support

Stefanie Sehm
Director HR Technology

Christoph Ade
HCM Inhouse Consultant

Ralph Tonn
User Experience Specialist

Speaker



Christoph Ade

HCM Inhouse Consultant
dmTECH



Ralph Tonn

User Experience Specialist
movable.design
p78 Partner



Stefanie Sehm

Director HR Technology
projekt0708

projekt0708 GmbH

HR/IT Service and Consulting Enterprise

Transformation and digitalization companion in human resources management

International Project experiences

USA, Canada, China, India, Singapur, Europe etc.

Holistic customer care

from HR/IT strategy, conception and design to implementation and operation



SAP ERP HCM
SAP SuccessFactors
SAP Concur

Microsoft Partner



100 %

Focus on Human Resources &
Travelmanagement



2008

Foundation



> 45

Employees



Headquarter Munich

Locations in Berlin,
Hamburg, Barcelona

Facts & Figures about dm-drogerie markt



< 62.600

Employees

< 3.700

Stores

< 11,5 B.

Return per
year

< 2 M.

Customers per
day

**Turning the
pyramid
upside-
down**

dm Culture

Shaping work together

Enjoy freedom
and personal
responsibility

Raising awareness for
the needs of the
individual store and
personal needs

*by highly involving the
employee in the staffing
process*



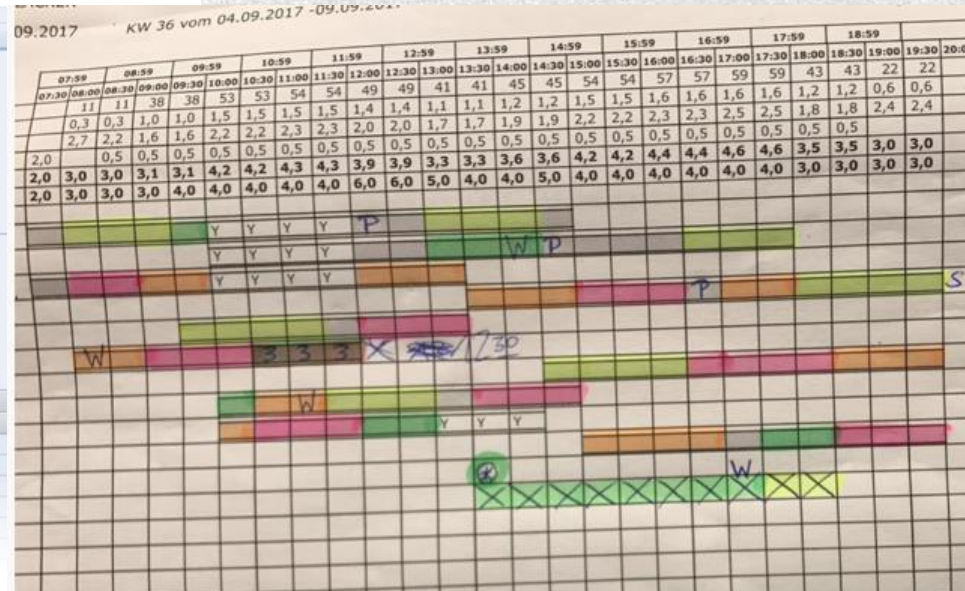
How did staffing at dm look like before?

Old Application

Datum: 20.10.2020
Sortierfeld von: Anzeigen Aufheben
Dienststag
Sortierfeld bis:

Achtung: Nehmen Sie die Pflege von Krankheit über die Funktion „Längere Abwesenheiten erfassen“ vor.

Mitarbeiter	Bedarfsplanung
00290530 Tester, Test	
00019226 Humboldt, Elisabeth	
00296862 Kyle, Claudia	
00295609 Braun, Elisabeth	
00226230 Sawyer, Jana	
00275741 Hobbes, Ana	



User

Staffing Responsible



Frequency

1x/2x per month

Requirement
planning

Exposure

Planning

Correction

Double effort

Inaccessible

Paper-based

Time consuming



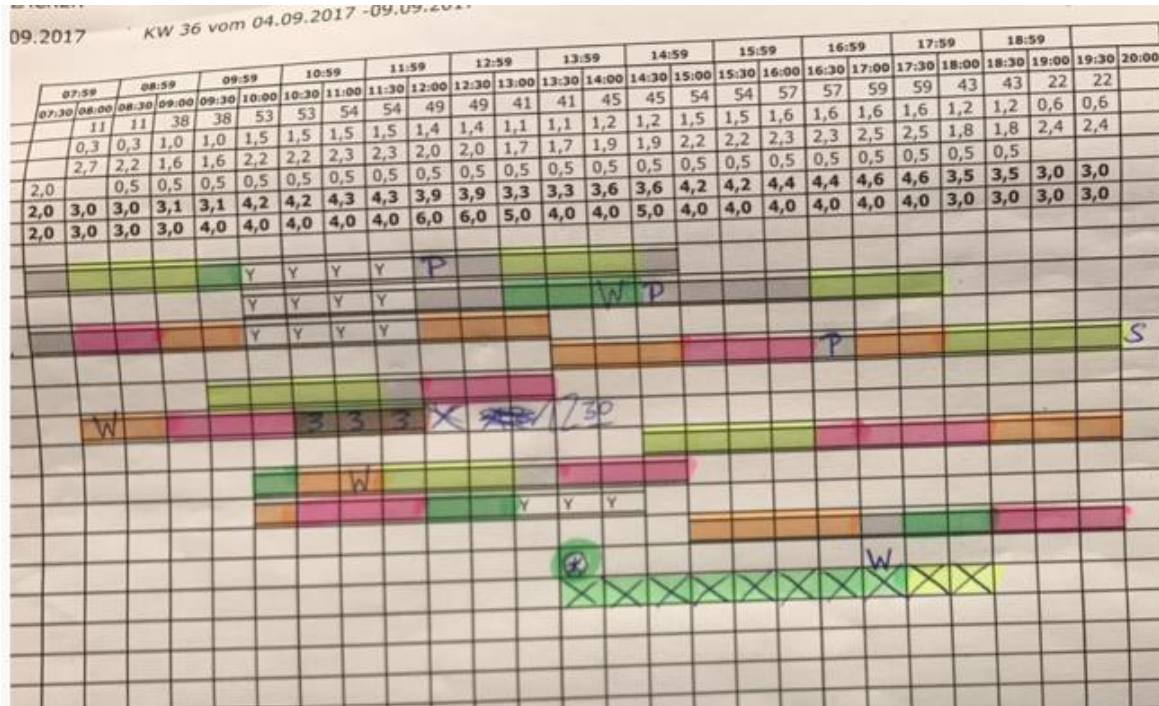
Discover

10 Store Visits



Discover

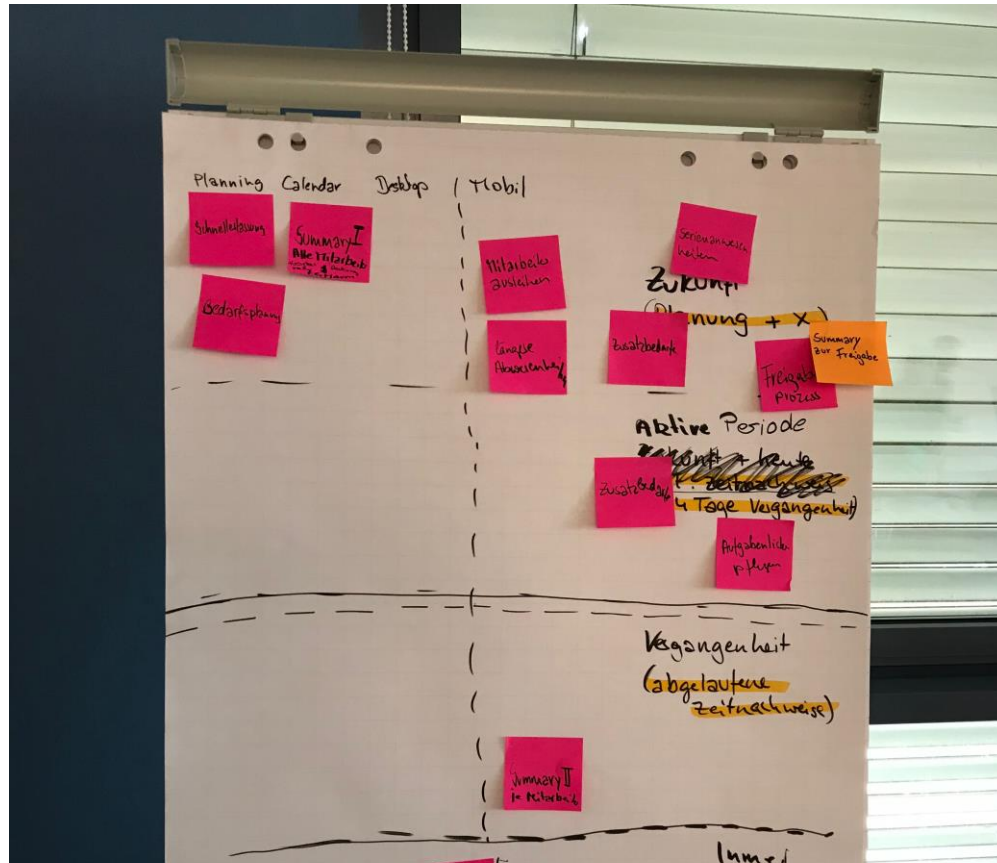
10 Store Visits



Kassenplan:

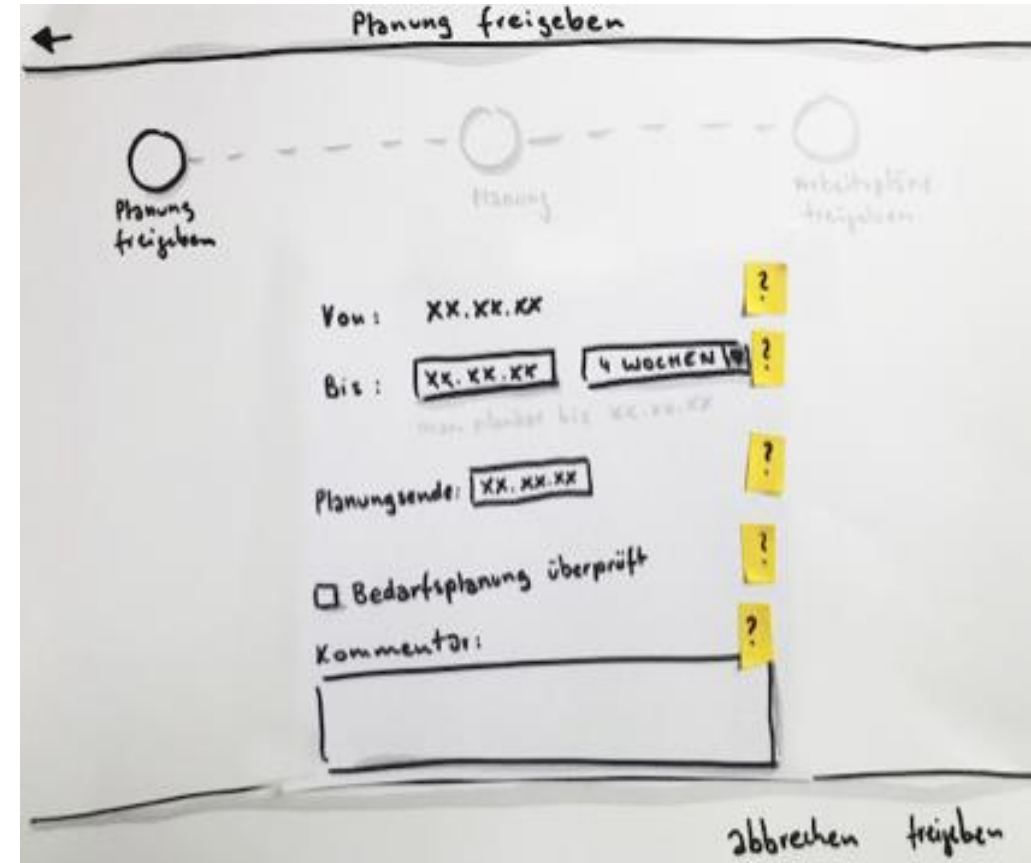
1. Kasse	1x zweite Kasse
2. Kasse	2x B-Karte
3. Kasse	3x dritte Kasse + Sonstiges
APEX	
PAKET	

Common Pictures



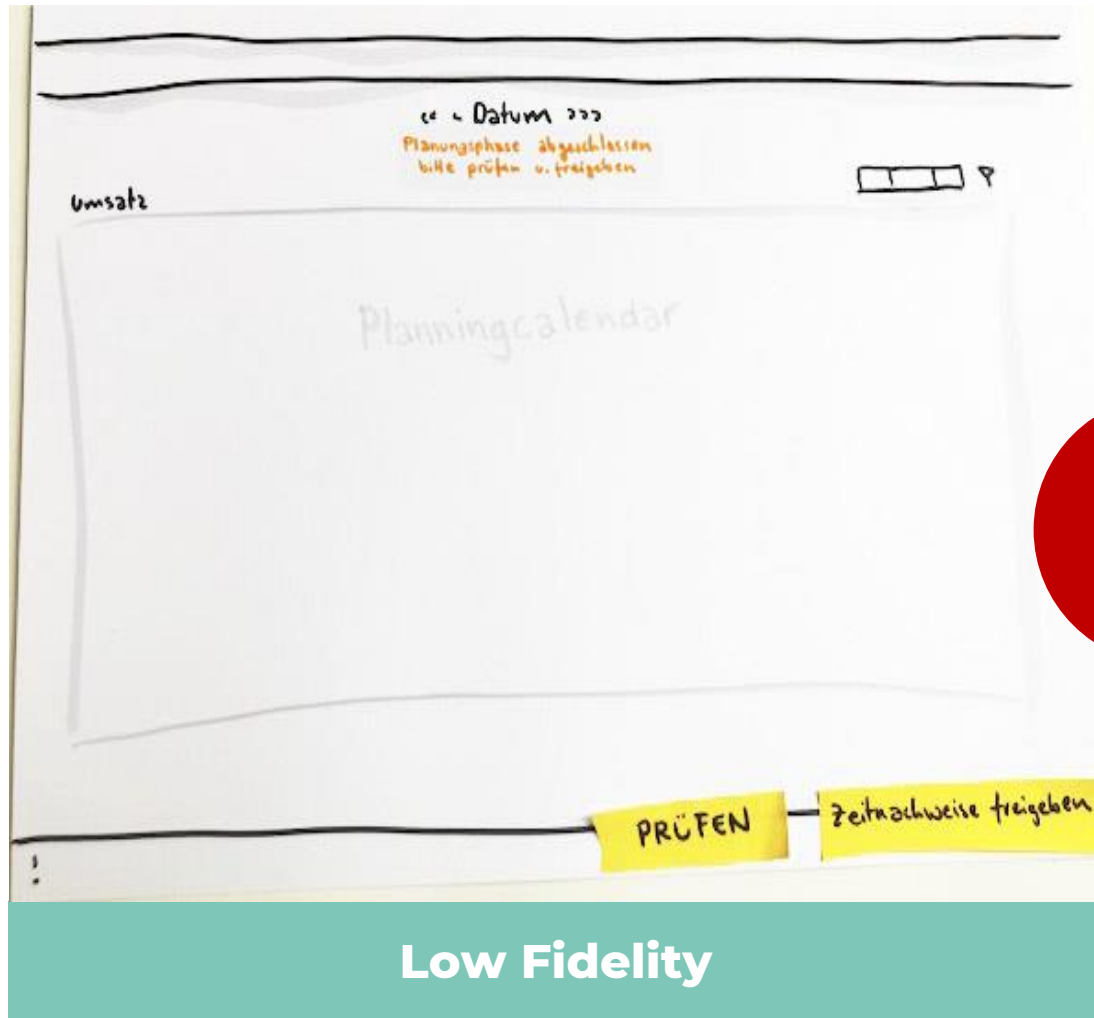
DESKTOP vs. MOBILE

Workshops

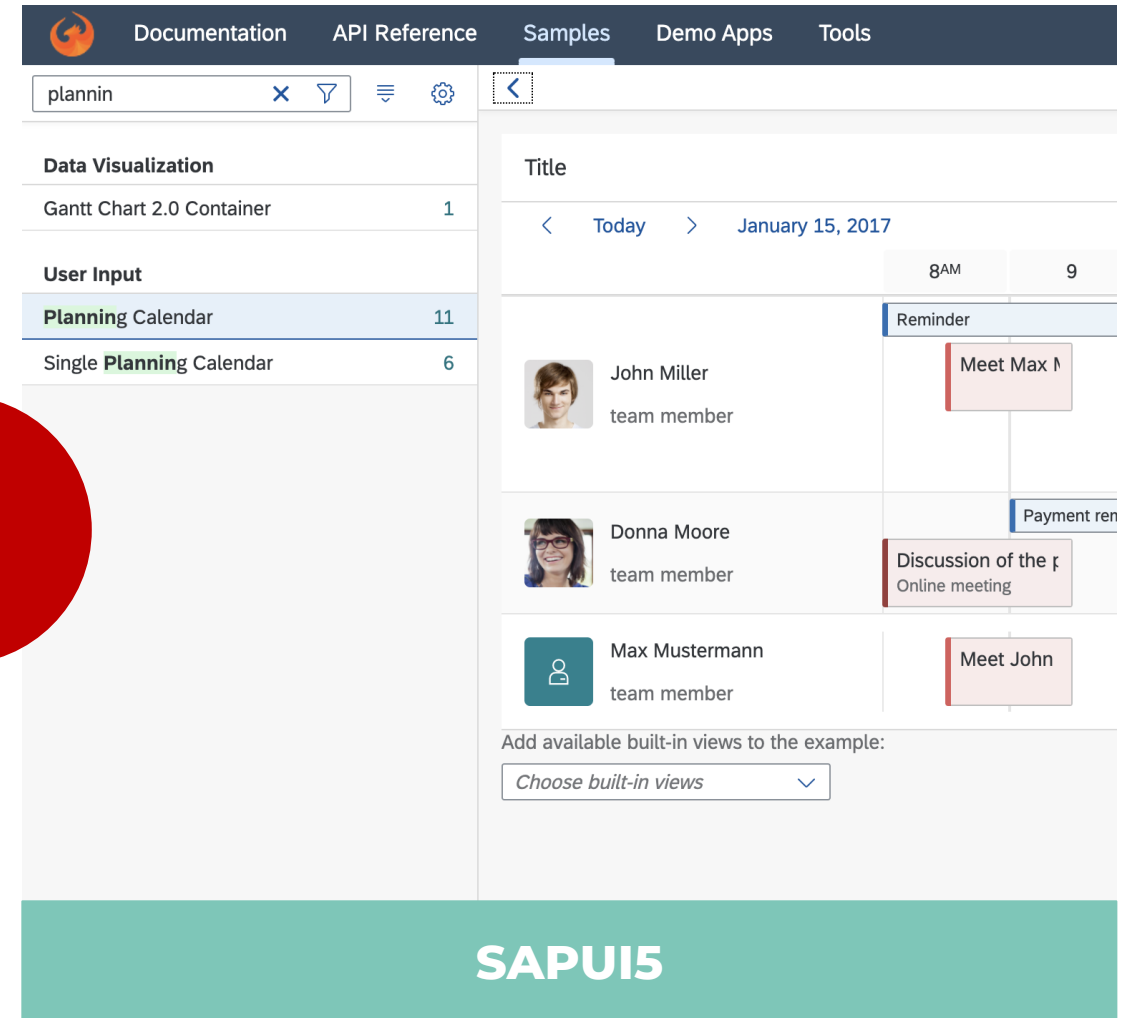


FUTURE / PRESENT / PAST

Low Fidelity Issues



VS.



Increase Fidelity

A hand-drawn sketch on a whiteboard showing a planning process. At the top, three circles are connected by a dashed line, labeled 'Planung freigeben', 'Planung', and 'Arbeitspläne freigeben'. Below this, there are fields for 'Von: XX.XX.XX', 'Bis: XX.XX.XX' (with '4 Wochen' written next to it), and 'Planungsende: XX.XX.XX'. A checkbox labeled 'Bedarfsplanung überprüft' is present. At the bottom, there is a 'Kommentar:' field with a large empty box for notes. Five yellow sticky notes with question marks are placed on the right side of the sketch.

LOW **60%**

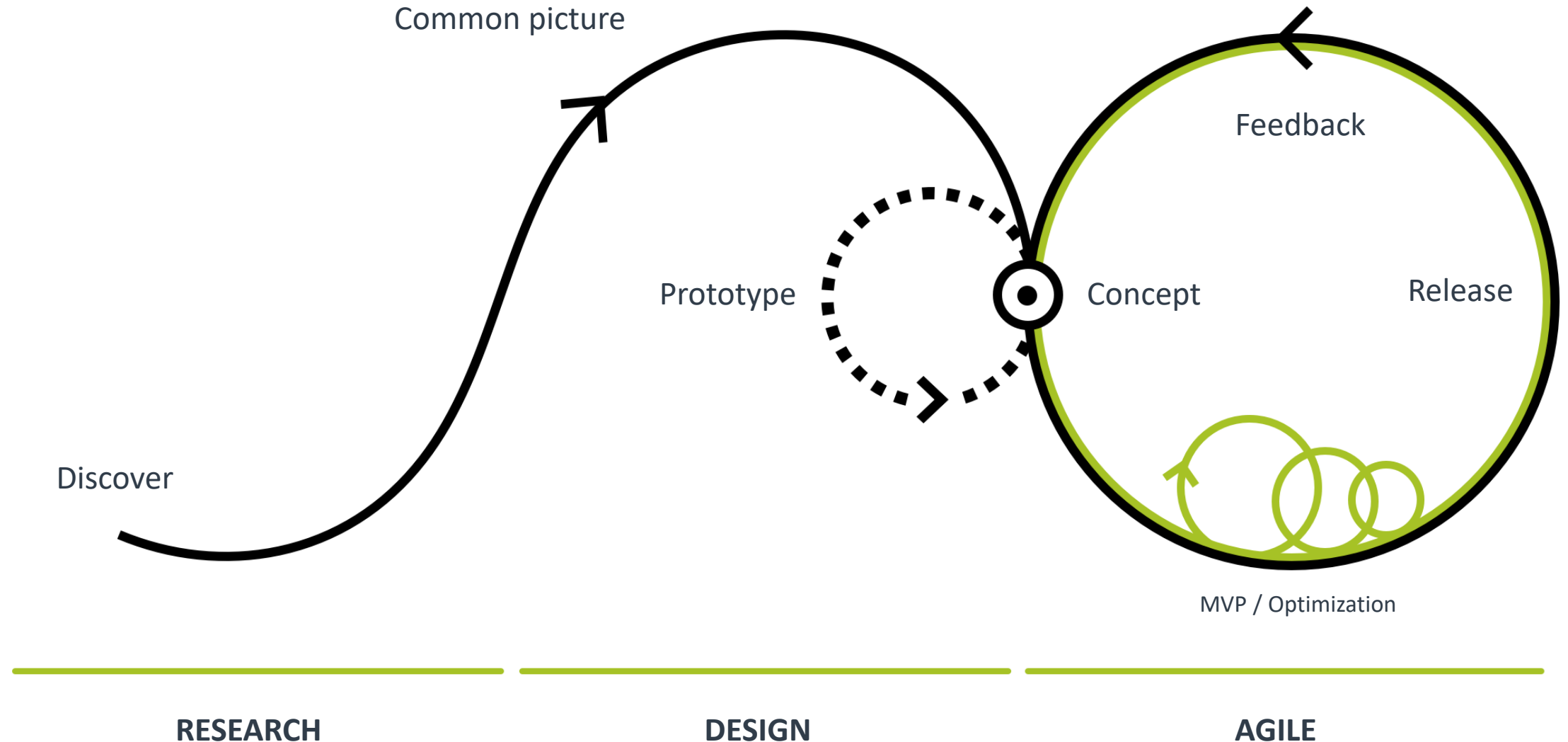
A digital screenshot of a form titled 'Freigabeprozess'. It features a progress bar with three steps: 'Entwurf' (with a clock icon), 'Einplanung' (with a person icon), and 'Korrektur' (with a checkmark icon). Below the progress bar, there are input fields for 'Von:' (1. Juli 2018), 'Bis:' (31. Juli 2018), and 'Einplanung abgeschlossen am:' (24. Juni 2018). A checkbox labeled '*MEP geprüft' is at the bottom.

MEDIUM **30%**

A digital screenshot of a form titled 'Planungszeitraum festlegen' with a status of 'Entwurf'. It includes input fields for 'Von:' (01.12.2019), '* Bis:' (31.12.2019), and '* Rückgabedatum Mitarbeiter:' (15.11.2019). A button labeled 'Planungszeitraum freigeben' is at the bottom right.

HIGH **10%**

Project approach for new Staffing Applications



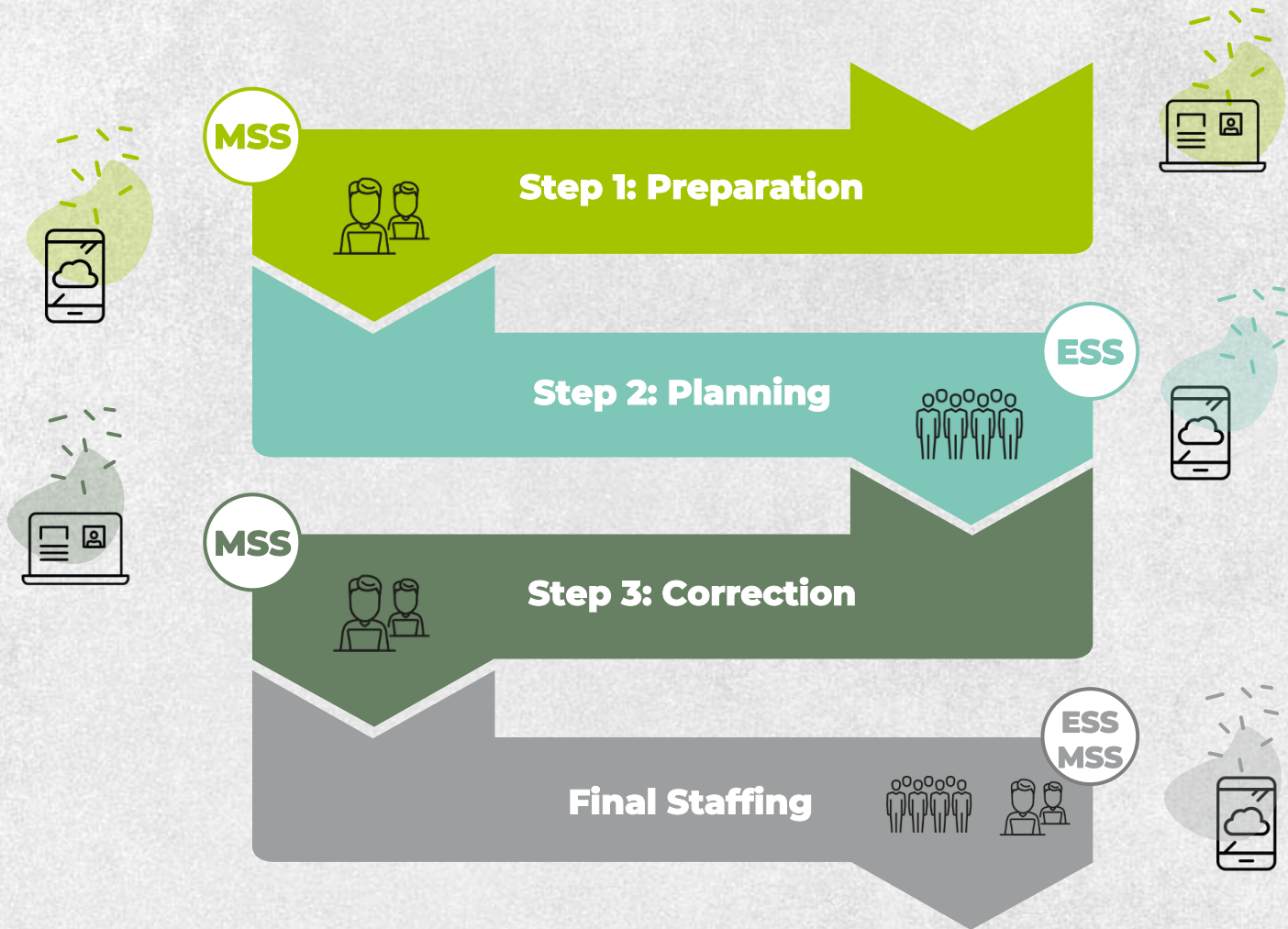


01

Staffing at dm

What´s the result?

Process Overview: Staffing at dm





Requirements

Employees

1947

dm

MitarbeiterEinsatzplanung

DE-1947, IN-LUDWIGSTR

Filialumsatz: 11.200 €

<< <

Dienstag, 1. Juni 2021

> >>

Planungszeitraum

Serienanwesenheiten

Heute

Tagesstatus: Entwurf

Geplante / Geleistete Stunden: 36,10 / 0,00

Tagesinfo: [hinzufügen](#)

Bedarfe

Gesamt

Einzel

Detail

Filter (3)

		8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	
Gesamtbedarf		3.0	3.0	3.0	3.0	3.0	3.0	3.0	3.1	3.1	3.0	3.0	3.0	3.0	3.0	3.0	3.0
Anwesende Mitarbeiter	KW 22 / Juni	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Amelie Albrecht	-12.65 / -14,25																
Ella Banner	-17.20 / -115,39																
Dorette Bergmann	-17.50 / -148,62																
Lisa Corleone	-9.70 / -71,90																
Petunia Herrmann	-20.85 / -125,86																
Ophelia Howlett	-19.50 / -57,00																
Laura Lehmann	-11.20 / -40,01																
Dorette Neumann	-20.00 / -129,38																
Jane Quirrel	-13.65 / -40,18																
Mila Schuster	-8.20 / -94,98																
Marie Stein	-11.37 / -26,18																
Melina Stein	-4.20 / -81,40																
Marie Thomas	-8.35 / -34,76																
Dorette Wayne	-27.25 / -140,47																

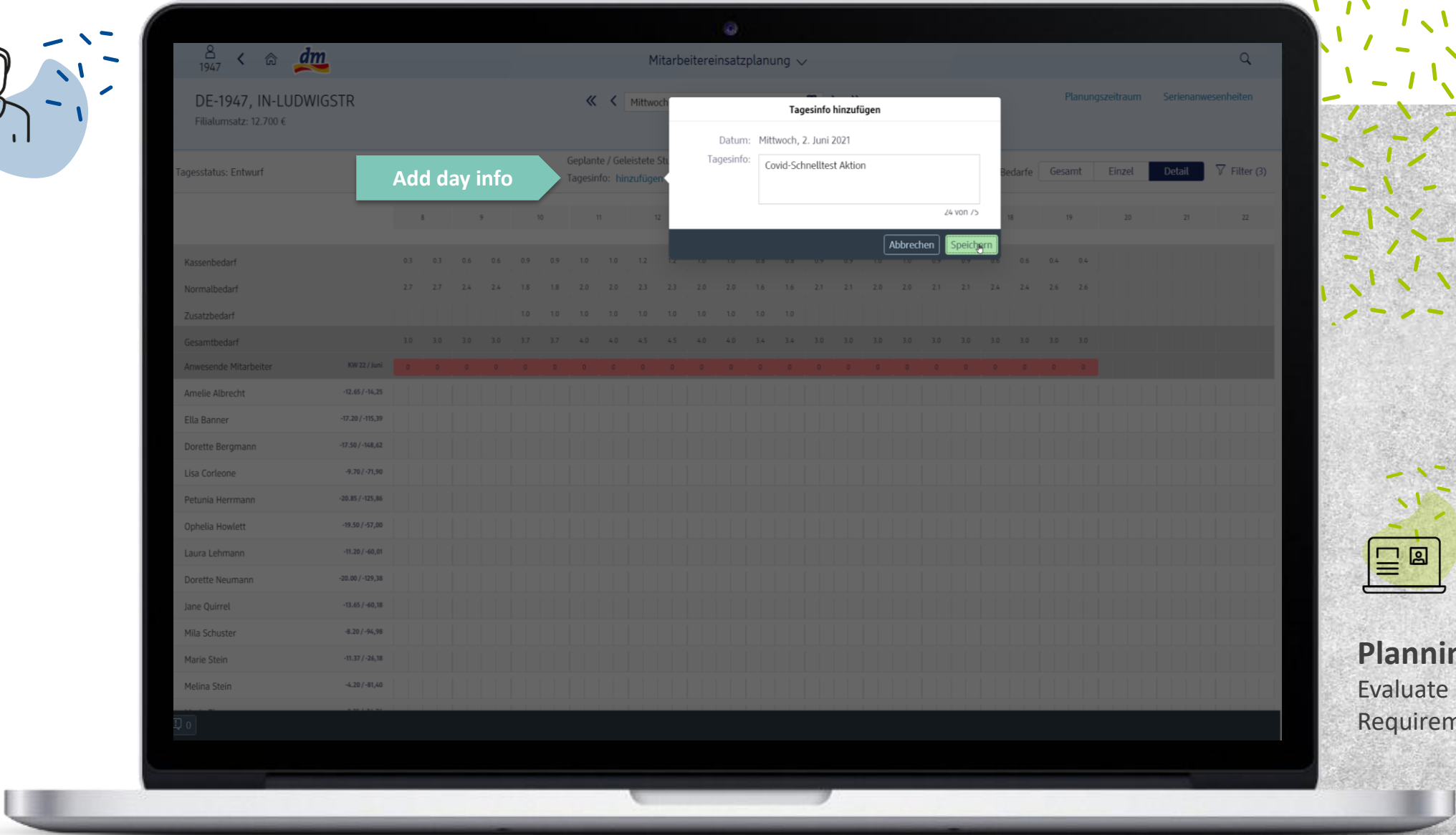
0

General Control

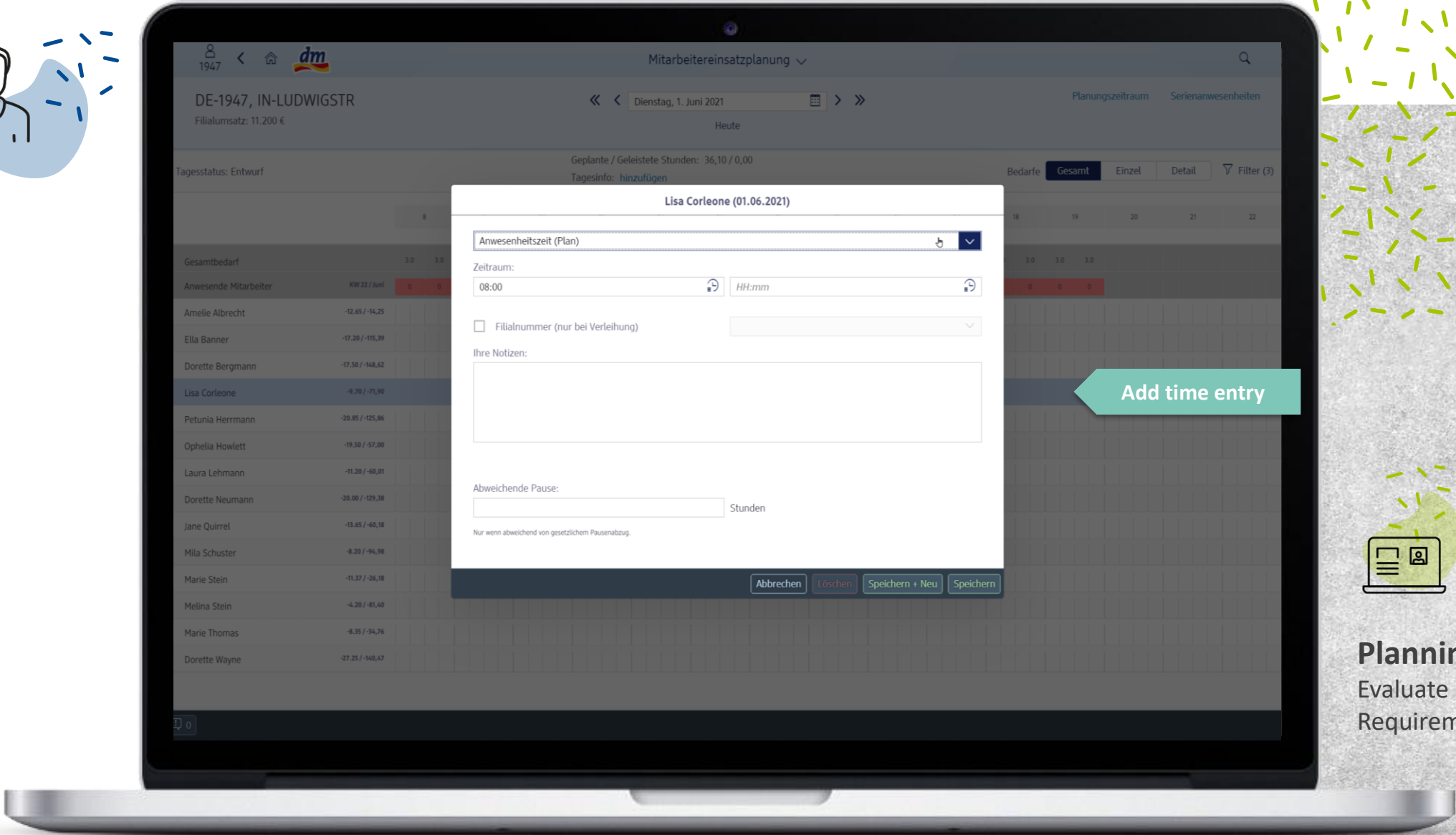
Day Specifics



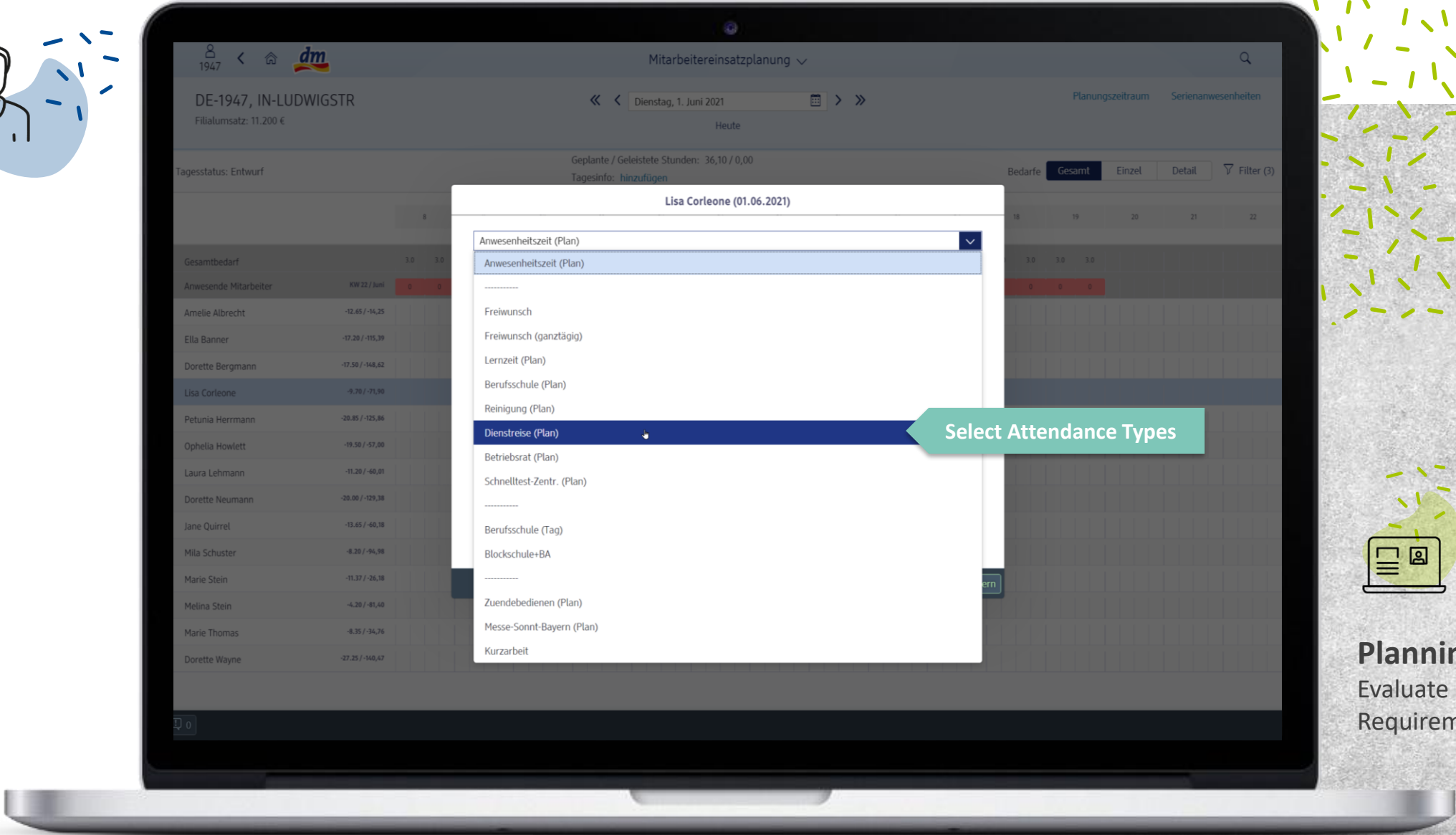
Planning Calendar App
Evaluate and Adjust Resource
Requirements before release



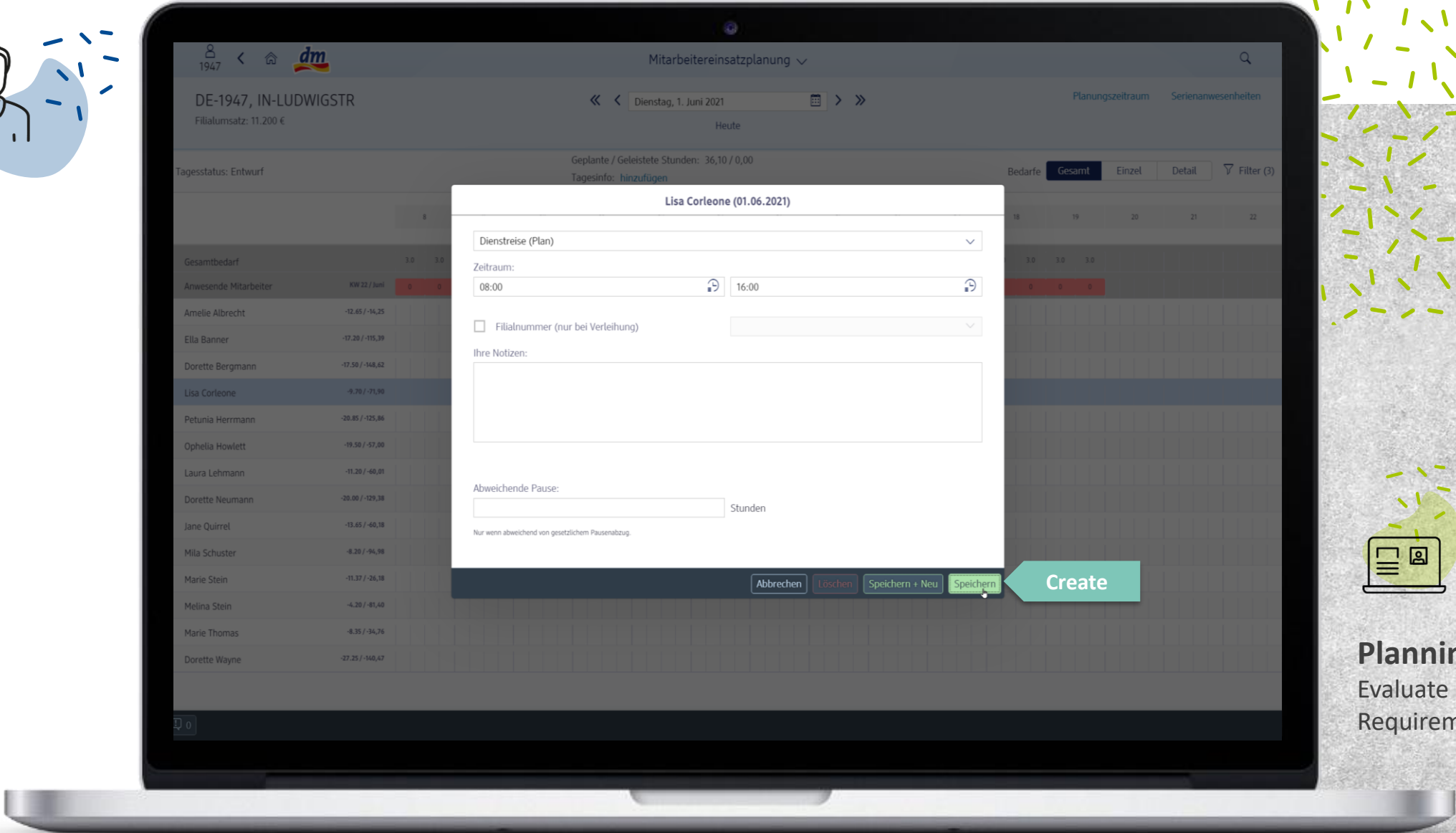
Planning Calendar App
Evaluate and Adjust Resource
Requirements before release



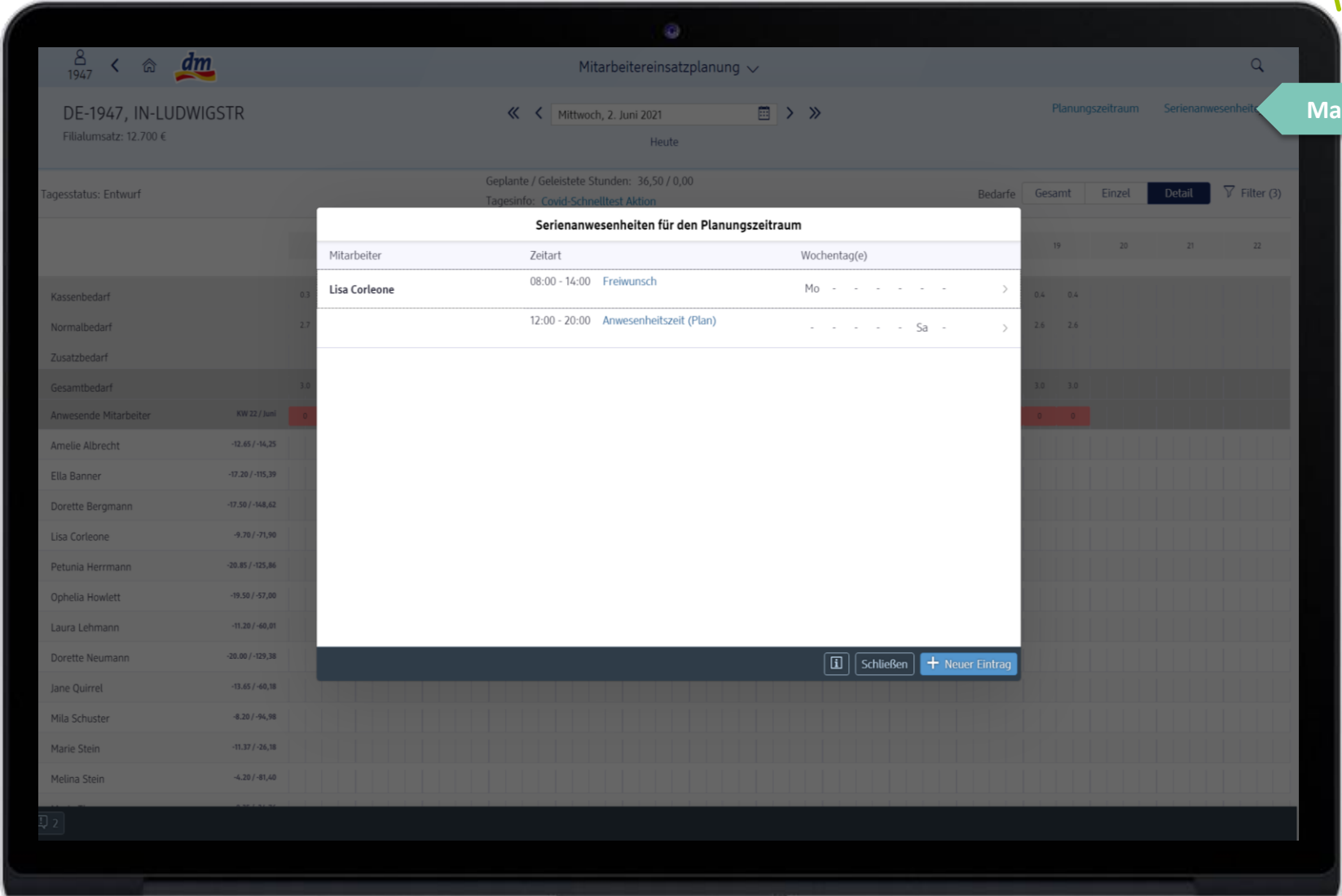
Planning Calendar App
Evaluate and Adjust Resource
Requirements before release



Planning Calendar App
Evaluate and Adjust Resource
Requirements before release



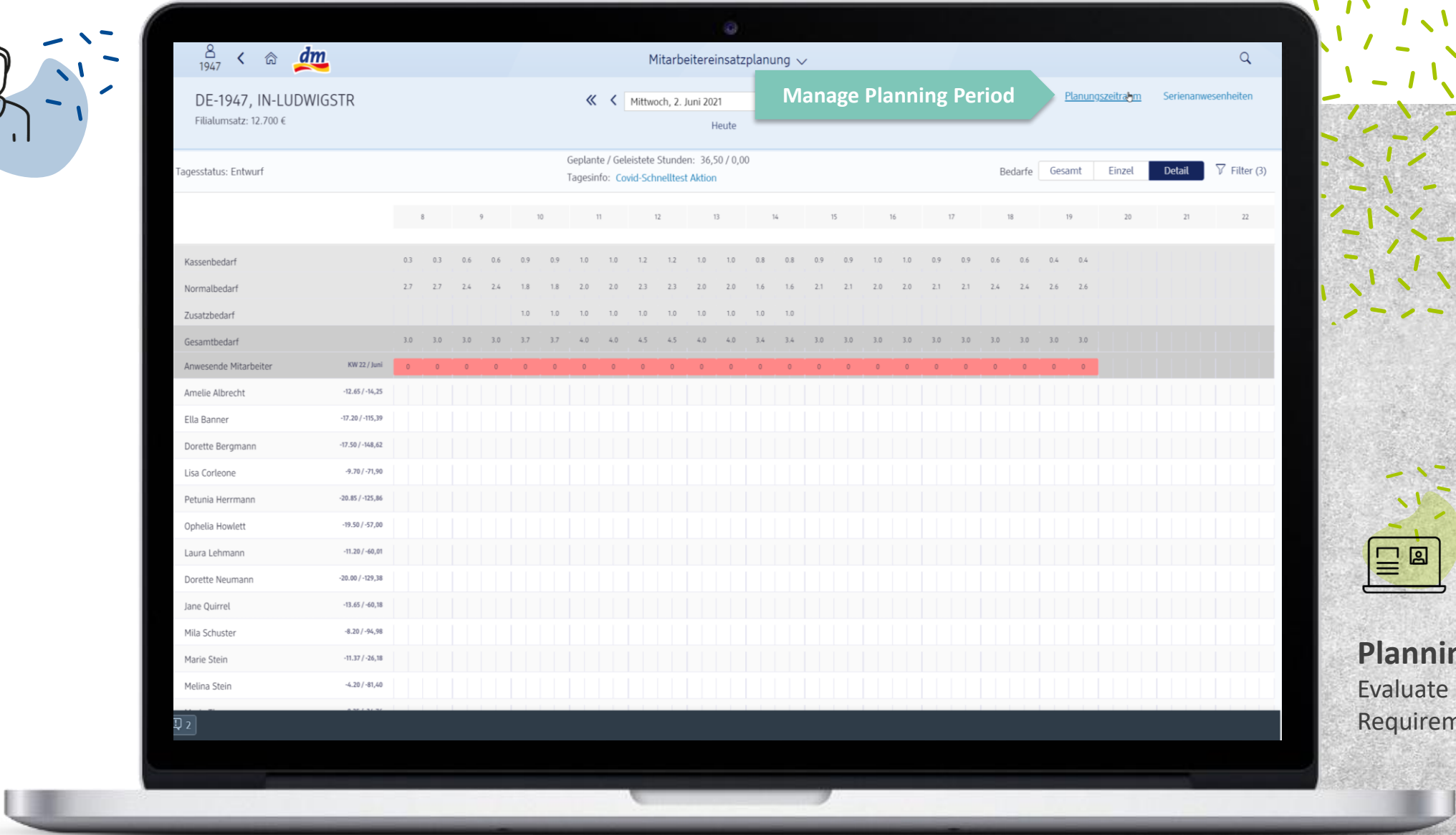
Planning Calendar App
Evaluate and Adjust Resource
Requirements before release



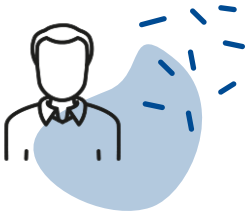
Manage Recurring Attendances



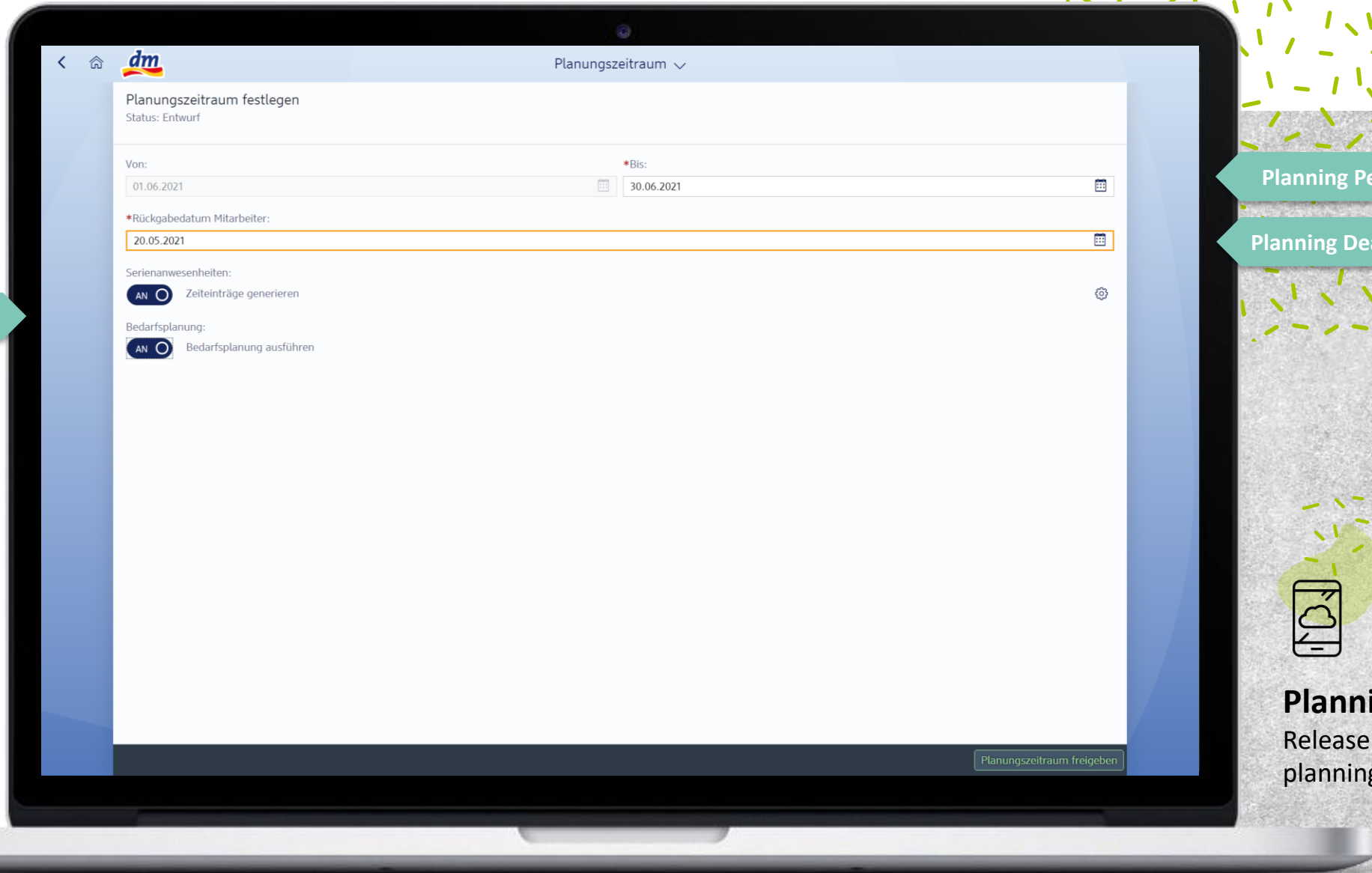
Planning Calendar App
Evaluate and Adjust Resource Requirements before release



Planning Calendar App
Evaluate and Adjust Resource Requirements before release



Automation



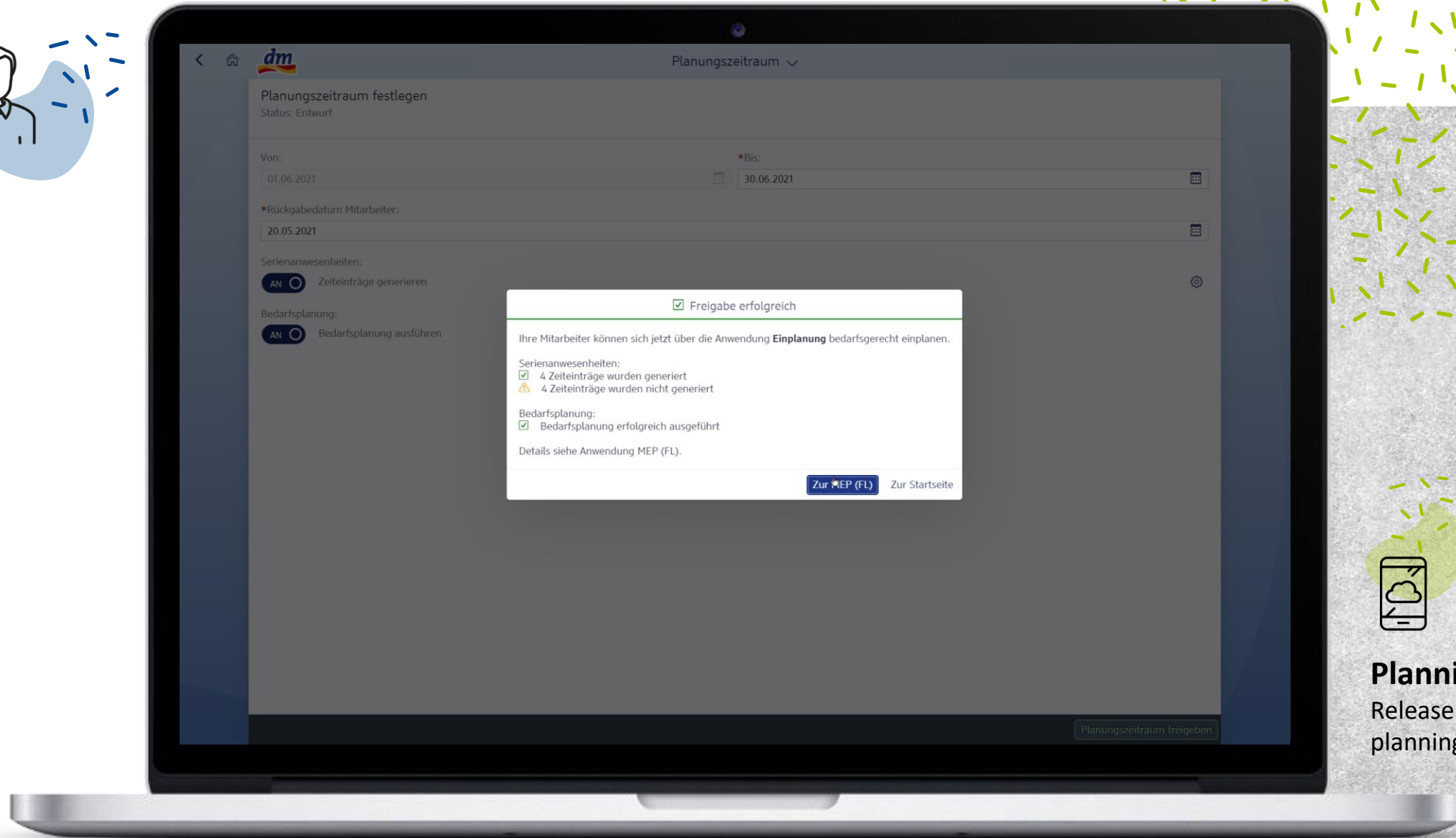
Planning Period

Planning Deadline



Planning Period App

Release of the
planning period



Planning Period App
Release of the
planning period

Employee

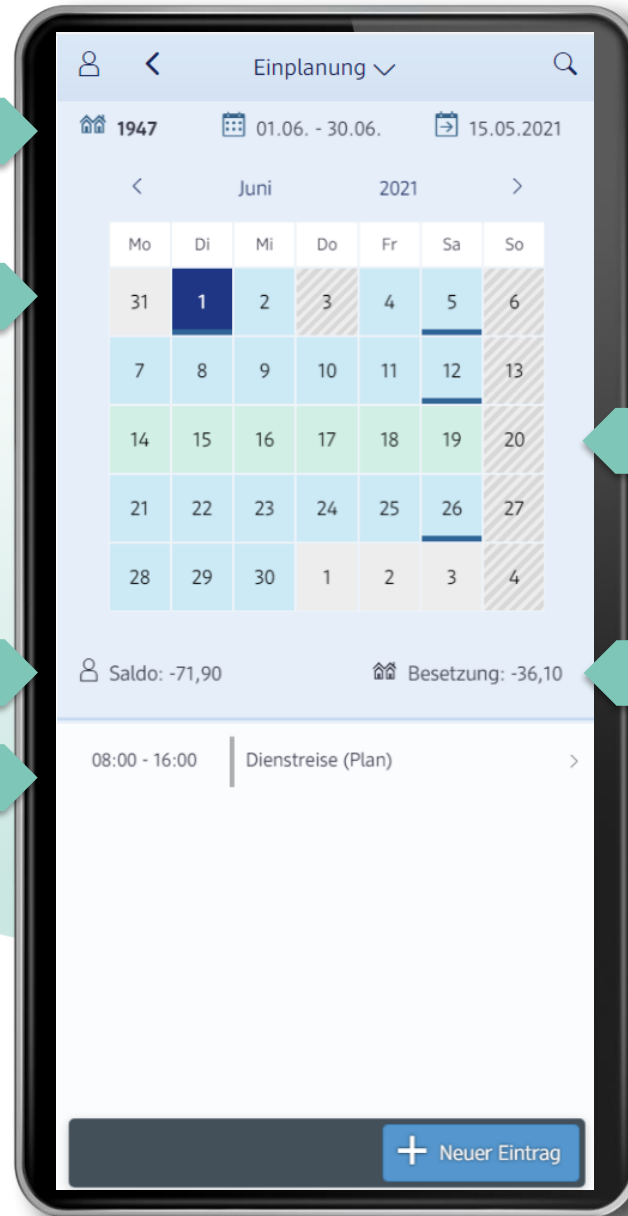


Planning Period

Navigation + Info

My Schedule

Attendance



My Vacation

Requirements



App Employee Planning

Employees enter their own planning in the app

Employee



Requirements

Entry Details

Additional Infos

Zeiteintrag hinzufügen

Bedarfe von Mittwoch, 02. Juni 2021

Time Slot	Requirements (Red)	Planned (Green)
08:00	2	2
09:00	2	2
10:00	2	2
11:00	2	2
12:00	5	5
13:00	2	2
14:00	2	2
15:00	2	2
16:00	2	2
17:00	2	2
18:00	2	2
19:00	2	2

Hinzufügen Anwesenheiten Zusatzinfo

Tagesinfo: Covid-Schnelltest Aktion

Anwesenheitszeit (Plan)

Von - Bis:

HH:mm HH:mm

Abweichende Pause

Nur wenn abweichend von gesetzlichem Pausen...

Kommentar

ggf. Kommentar hinzufügen

Abbrechen Speichern + Neu Speichern



App Employee Planning

Employees enter their own planning in the app

Employee



Colleagues planning



Qualifications



App Employee Planning

Employees enter their own planning in the app

Employee



Zeiteintrag hinzufügen

Bedarfe von Mittwoch, 02. Juni 2021

16
10
5
0

08:00 09:00 10:00 11:00 12:00 13:00 14:00 15:00 16:00 17:00 18:00 19:00

Hinzufügen Anwesenheiten Zusatzinfo

Tagesinfo: Covid-Schnelltest Aktion

Anwesenheitszeit (Plan)

Von - Bis:

08:00 12:00

Abweichende Pause

Nur wenn abweichend von gesetzlichem Pausen...

Kommentar

ggf. Kommentar hinzufügen

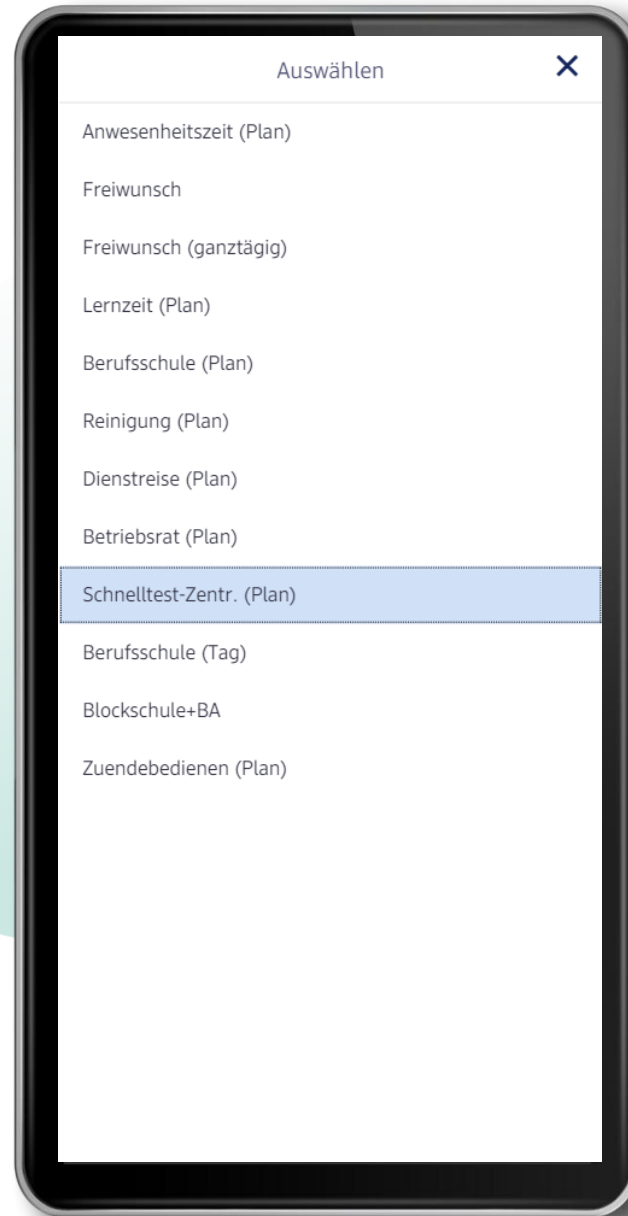
Abbrechen Speichern + Neu Speichern



App Employee Planning

Employees enter their own planning in the app

Employee



App Employee Planning

Employees enter their own planning in the app

Employee



Updated Requirements

Zeiteintrag hinzufügen

Bedarfe von Mittwoch, 02. Juni 2021

16
10
5
0

08:00 09:00 10:00 11:00 12:00 13:00 14:00 15:00 16:00 17:00 18:00 19:00

Hinzufügen Anwesenheiten Zusatzinfo

Tagesinfo: Covid-Schnelltest Aktion

Schnelltest-Zentr. (Plan)

Von - Bis:

HH:mm HH:mm

Abweichende Pause

Nur wenn abweichend von gesetzlichem Pausen...

Kommentar

ggf. Kommentar hinzufügen

Abbrechen Speichern + Neu Speichern



App Employee Planning

Employees enter their own planning in the app

Employee



Zeiteintrag hinzufügen

Bedarfe von Mittwoch, 02. Juni 2021

16
10
5
0

08:00 09:00 10:00 11:00 12:00 13:00 14:00 15:00 16:00 17:00 18:00 19:00

Hinzufügen Anwesenheiten Zusatzinfo

Tagesinfo: Covid-Schnelltest Aktion

Schnelltest-Zentr. (Plan)

Von - Bis:

13:00 16:00

Abweichende Pause

Nur wenn abweichend von gesetzlichem Pausen...

Kommentar

ggf. Kommentar hinzufügen

Abbrechen Speichern + Neu Speichern



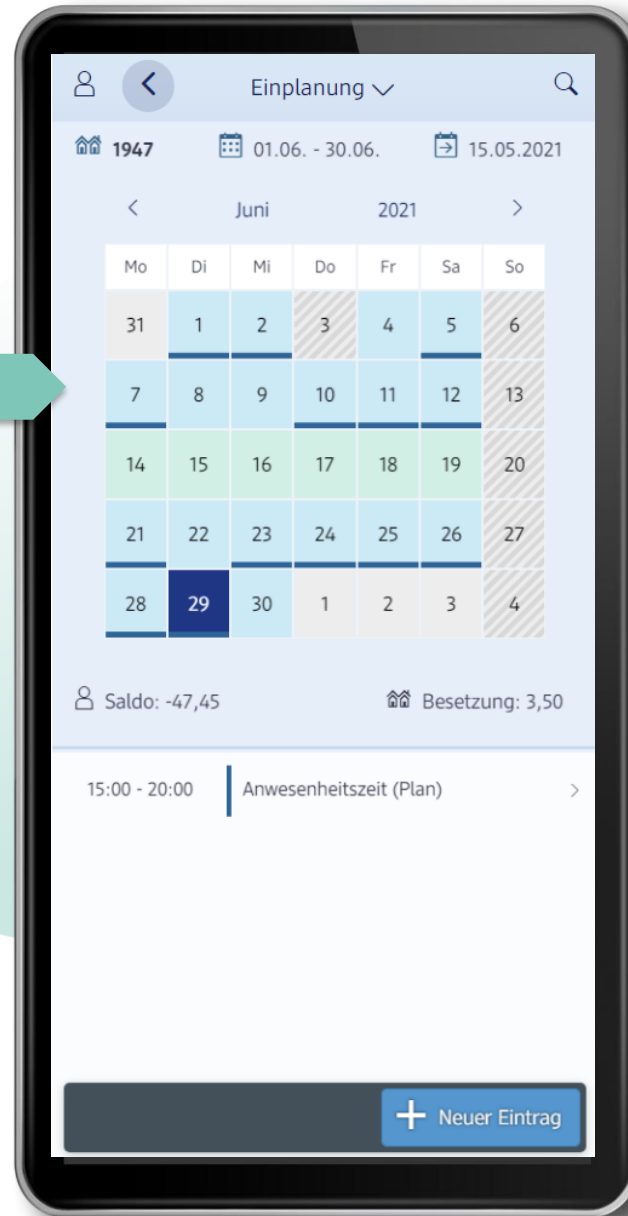
App Employee Planning

Employees enter their own planning in the app

Employee

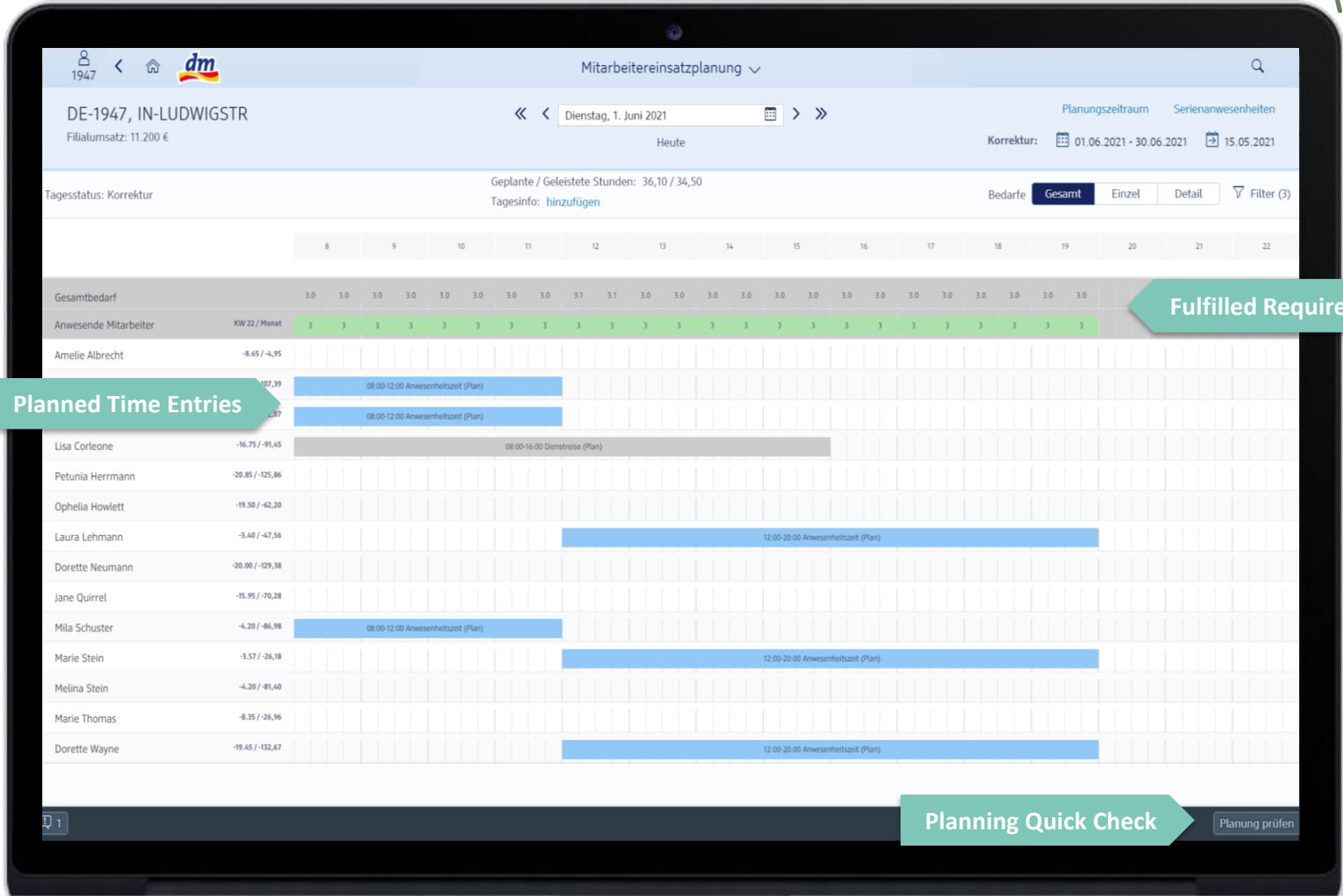


Filled Calendar

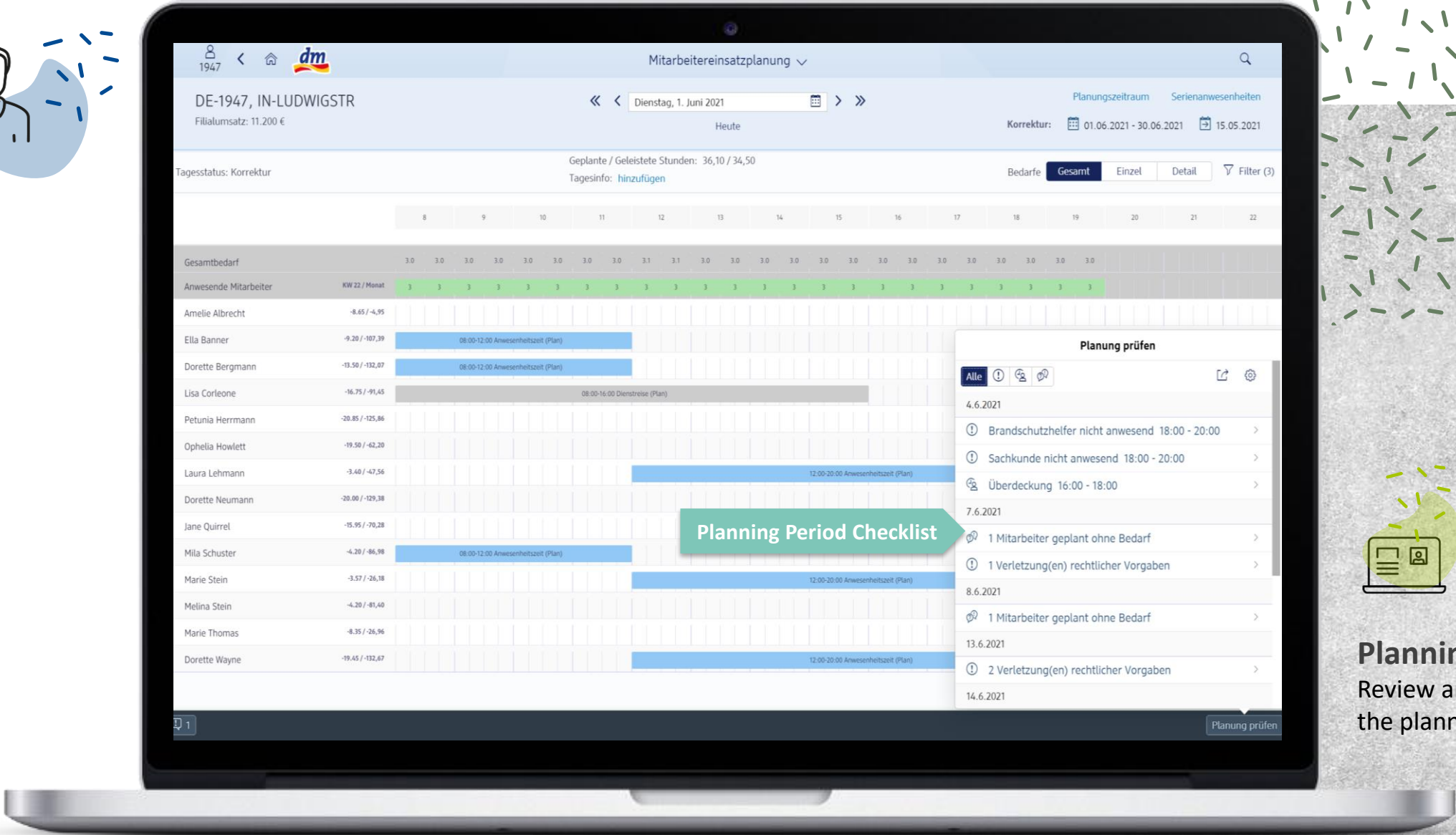


App Employee Planning

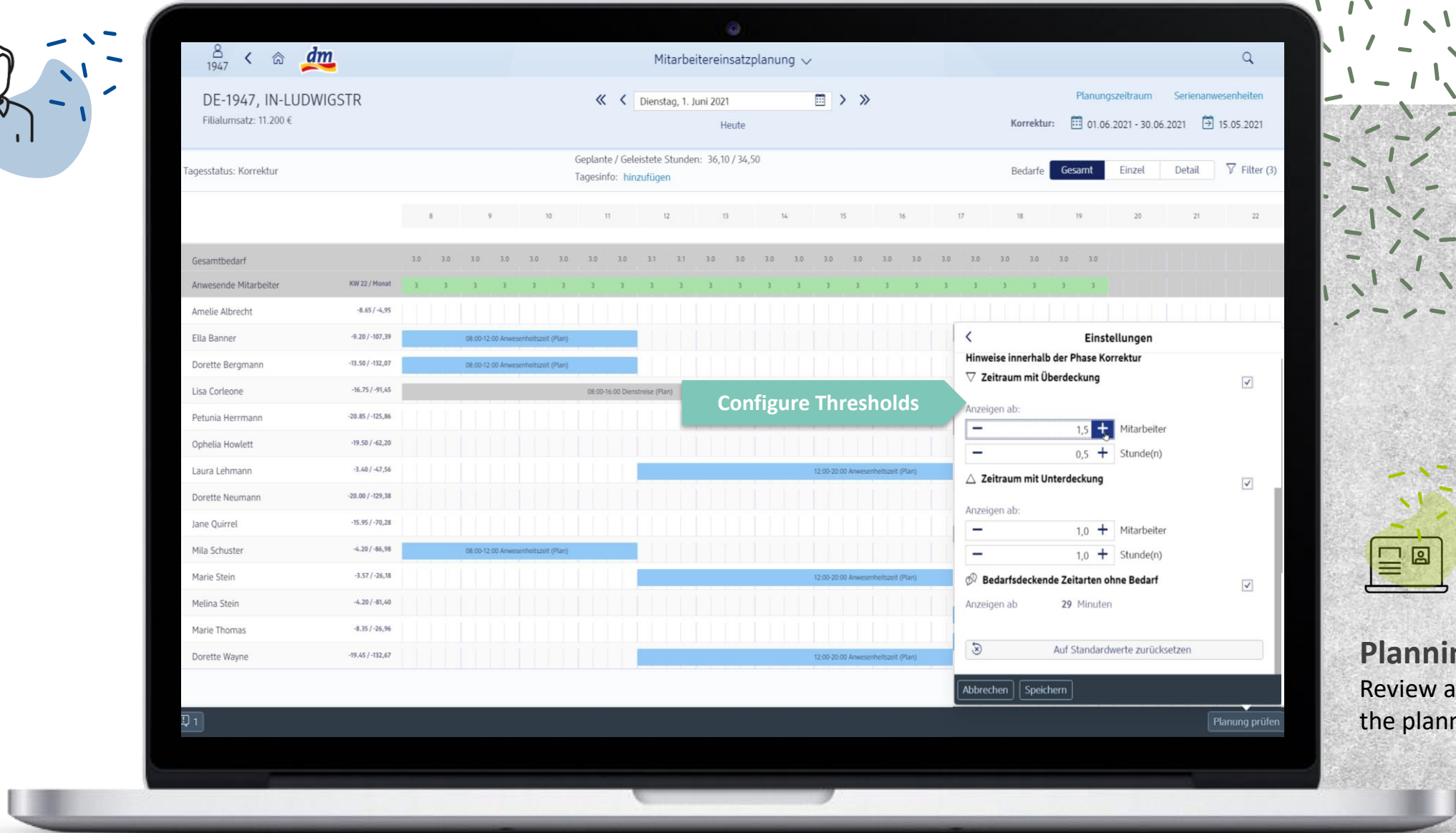
Employees enter their own planning in the app



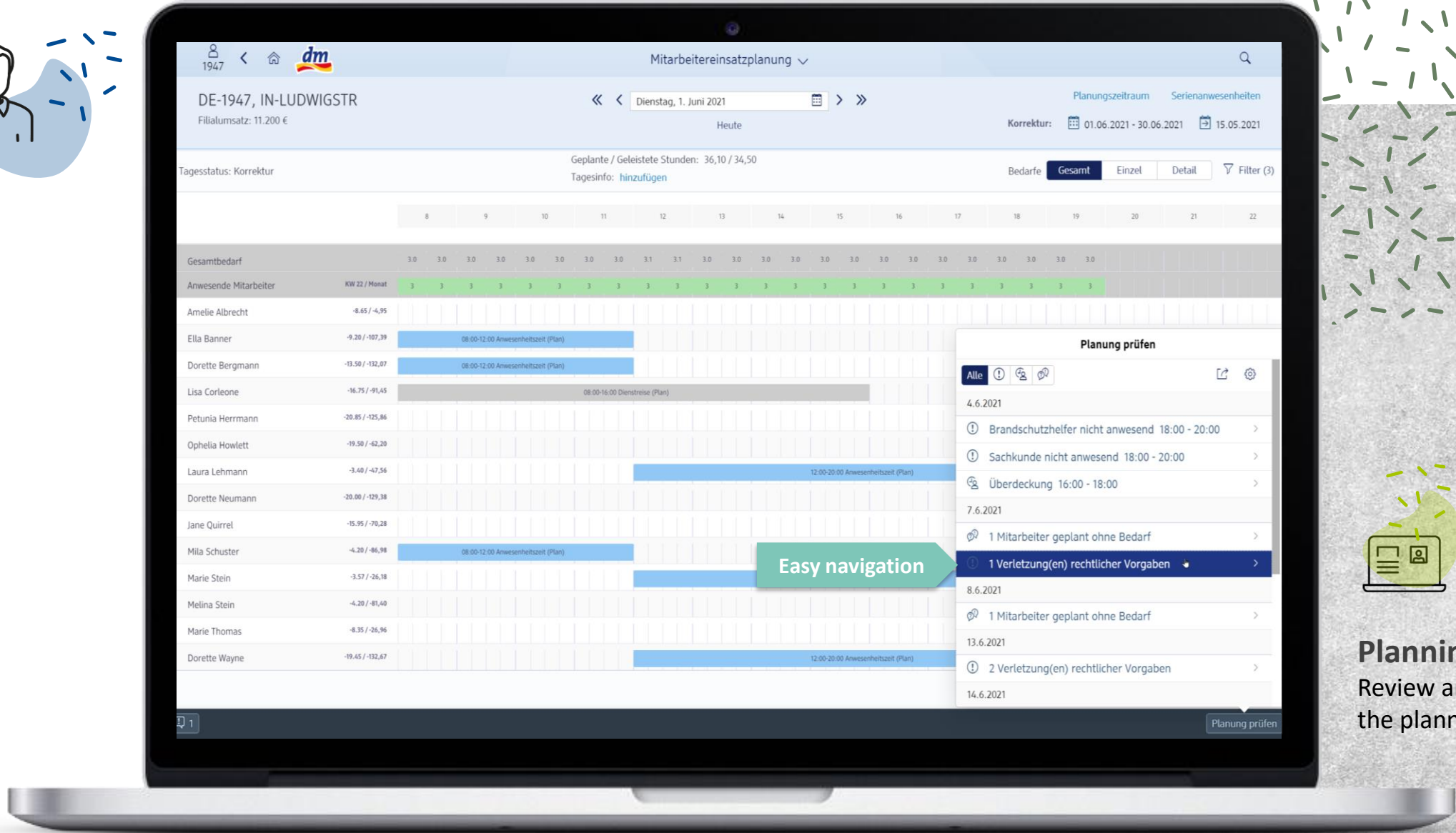
Planning Calendar App
Review and finalization of the planning



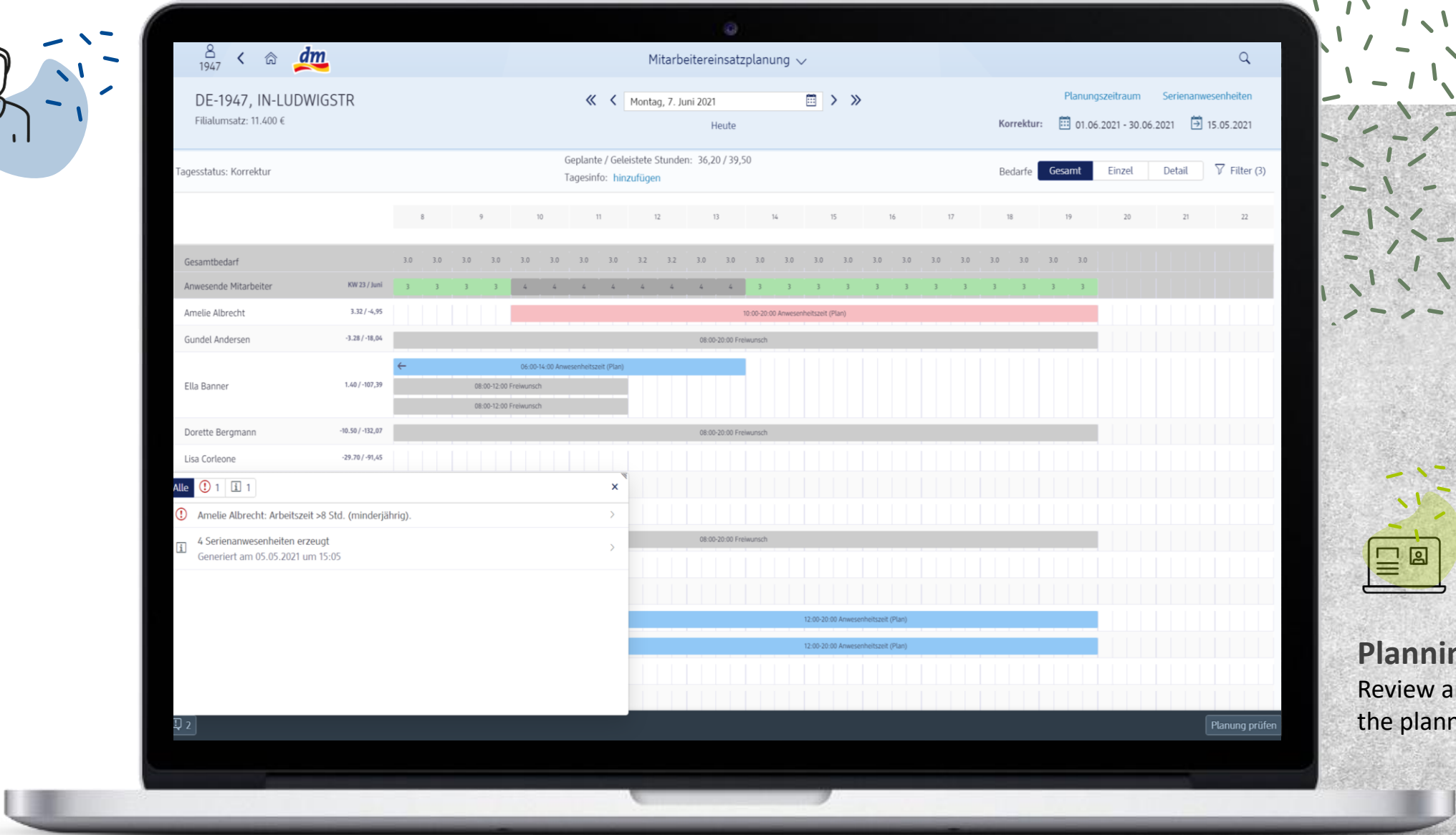
Planning Calendar App
Review and finalization of the planning



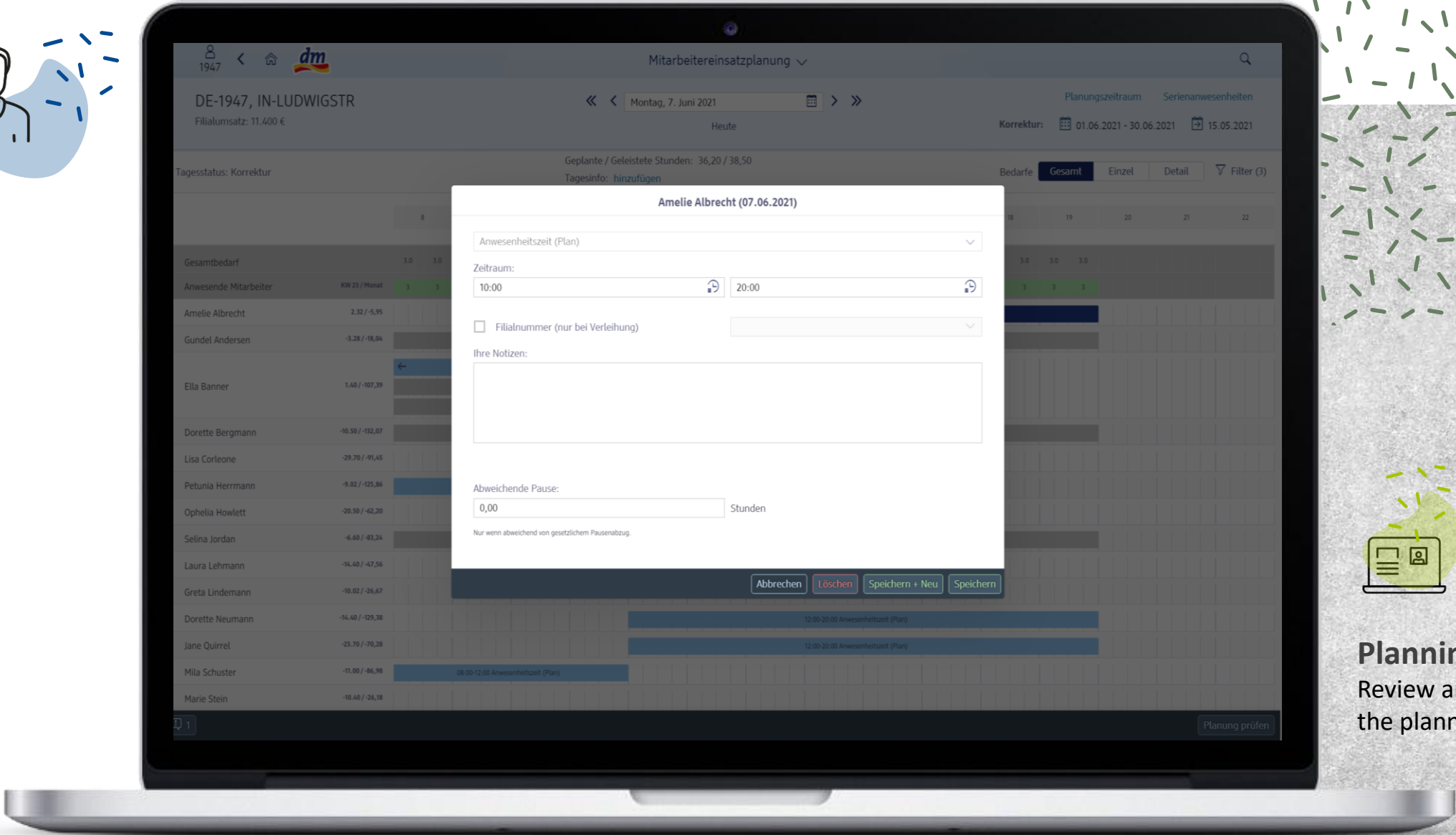
Planning Calendar App
Review and finalization of
the planning



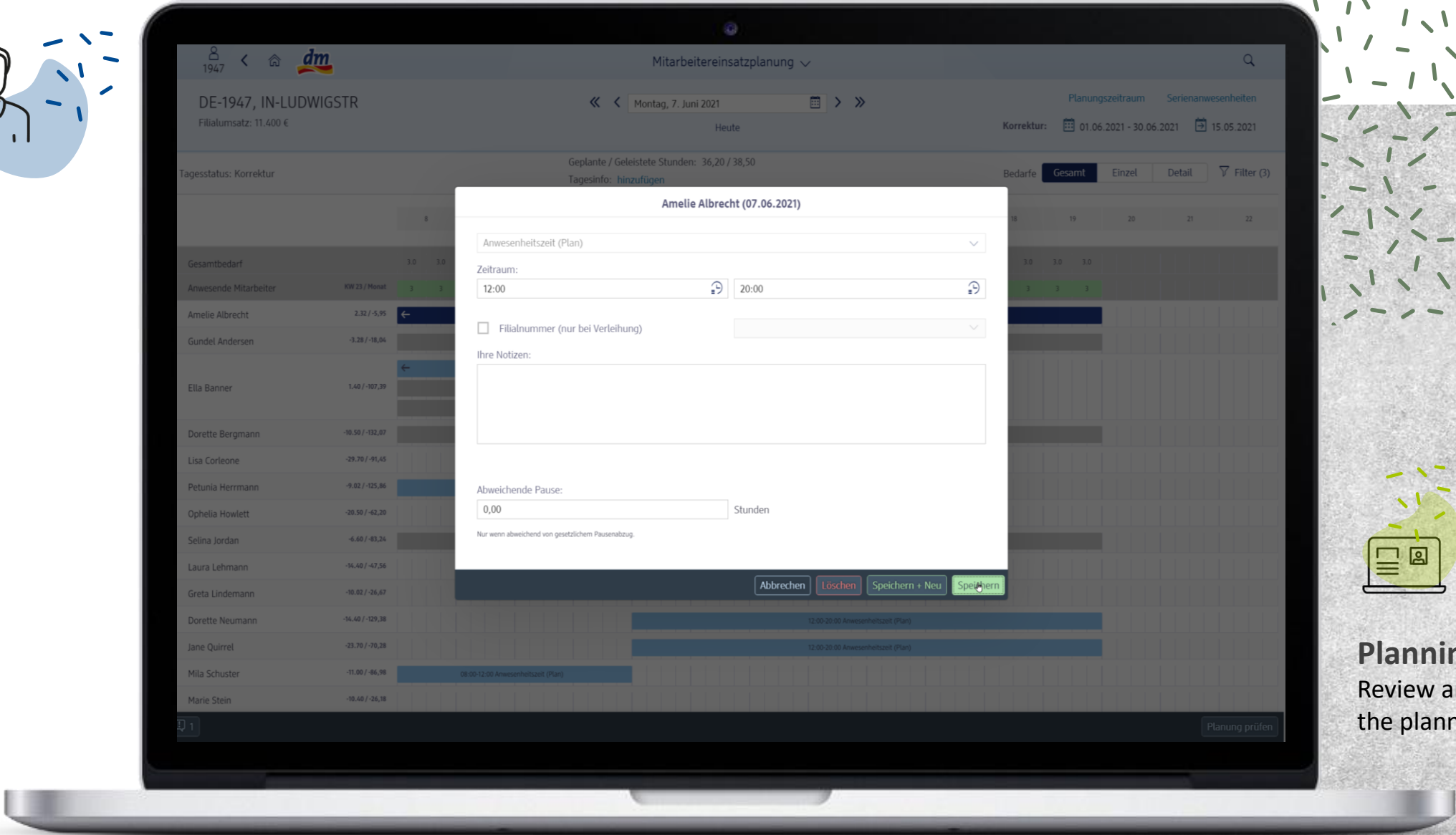
Planning Calendar App
Review and finalization of
the planning



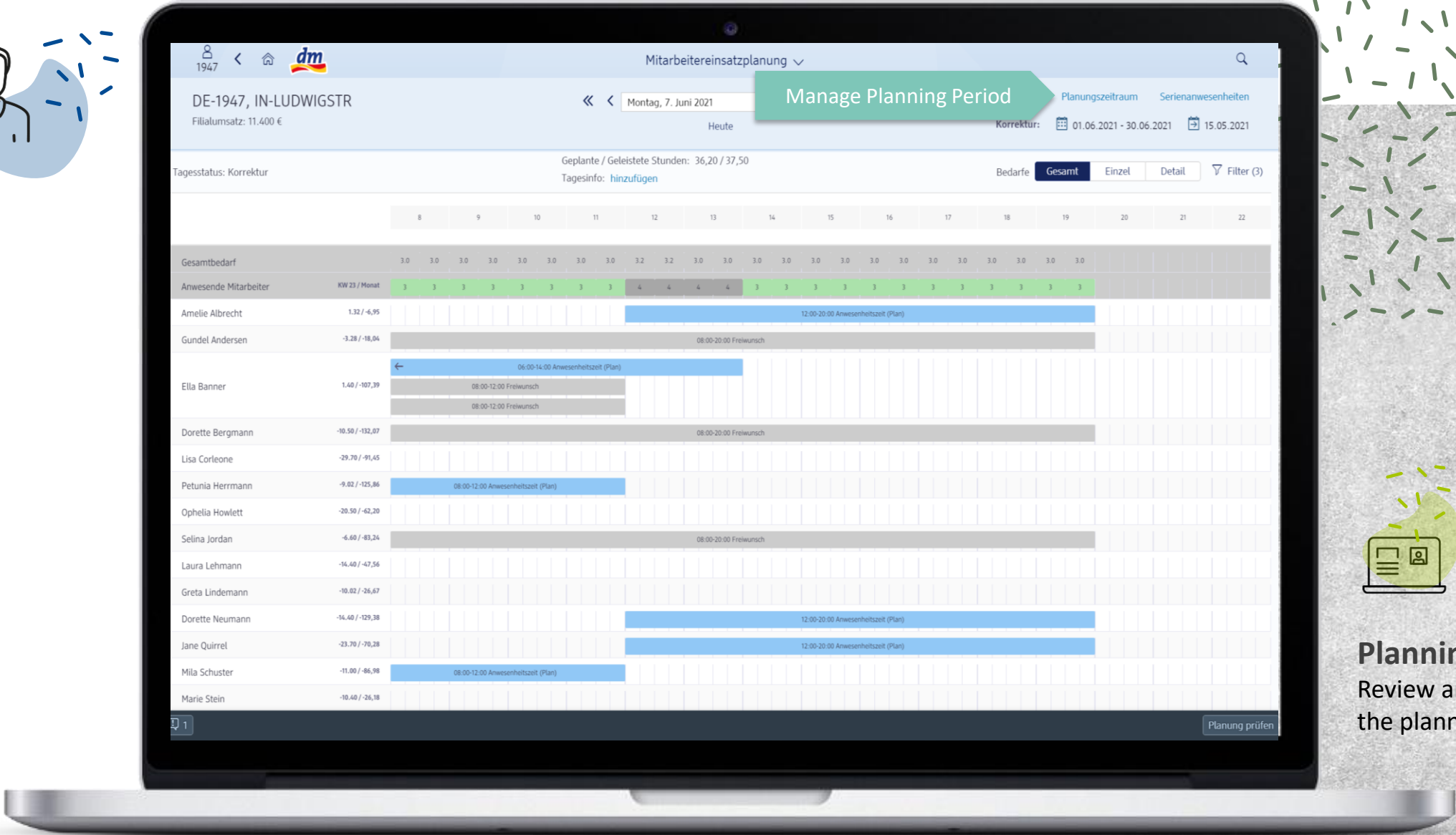
Planning Calendar App
Review and finalization of
the planning



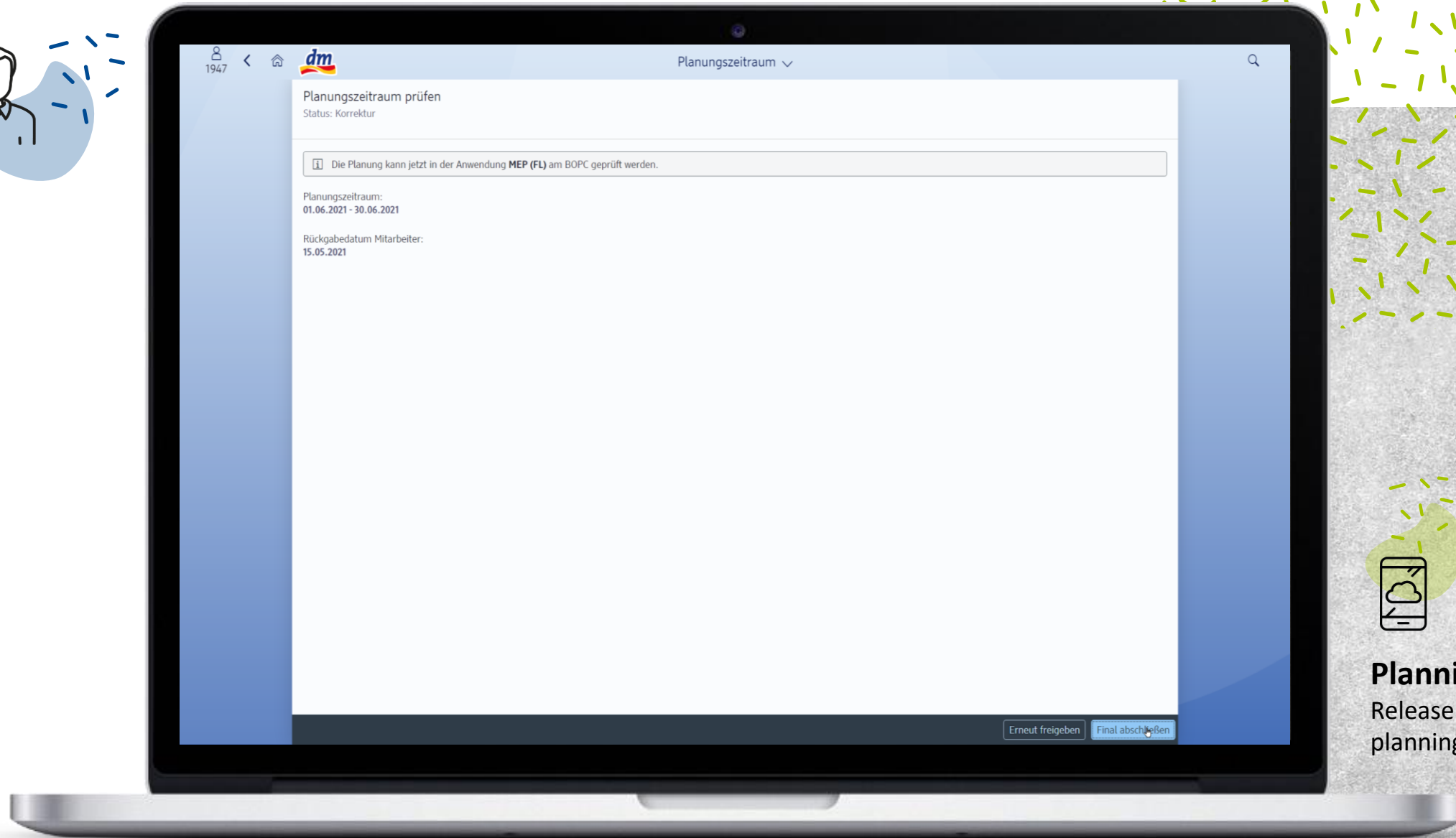
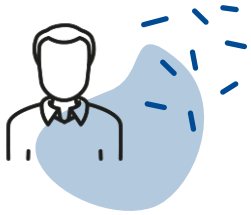
Planning Calendar App
Review and finalization of
the planning



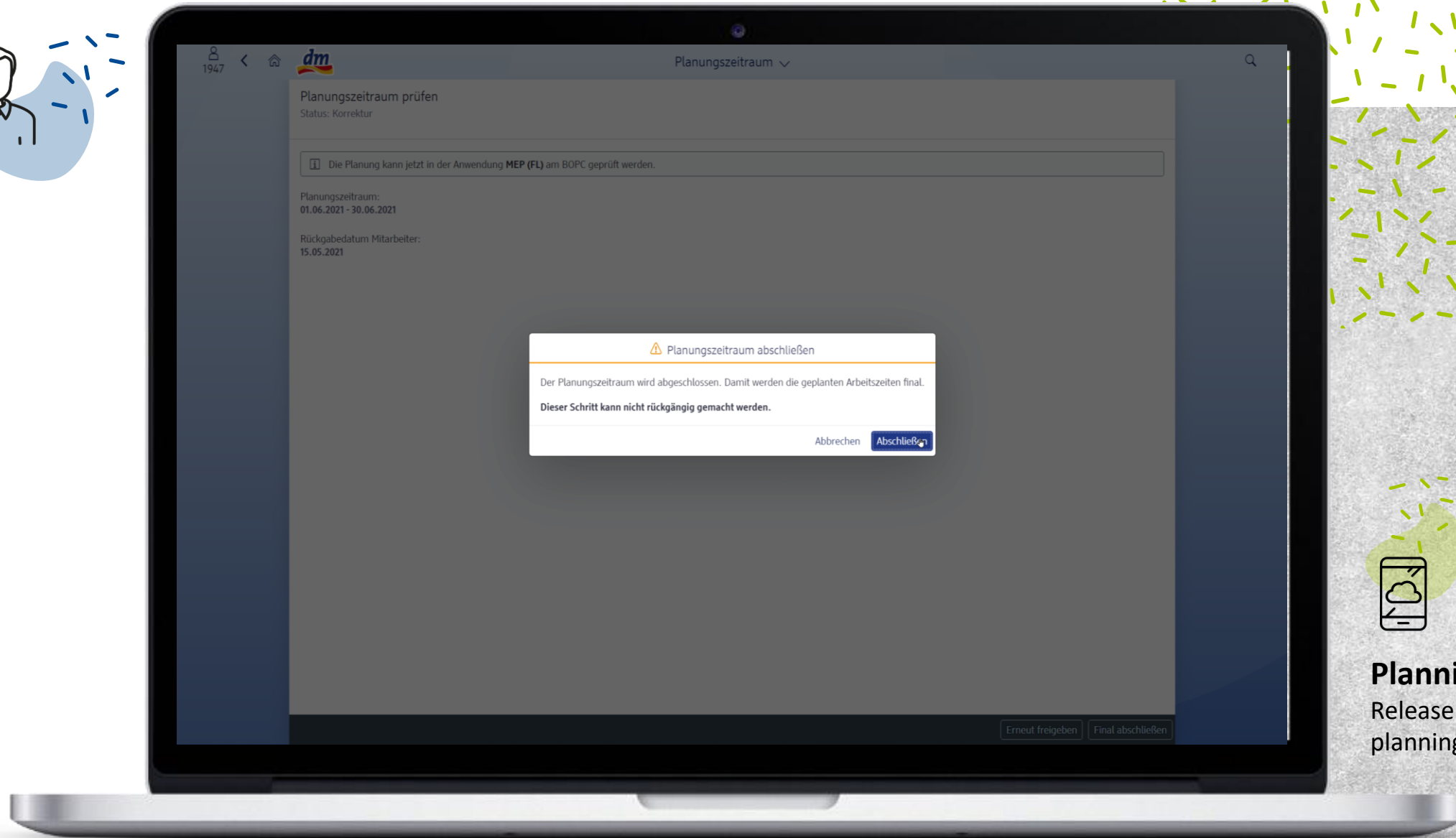
Planning Calendar App
Review and finalization of
the planning



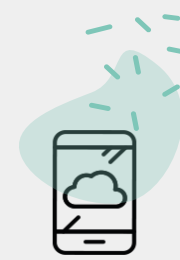
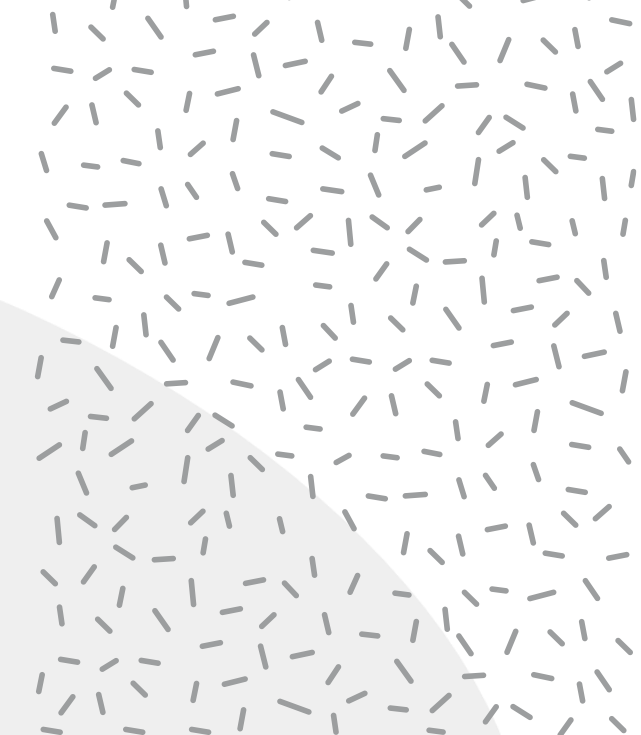
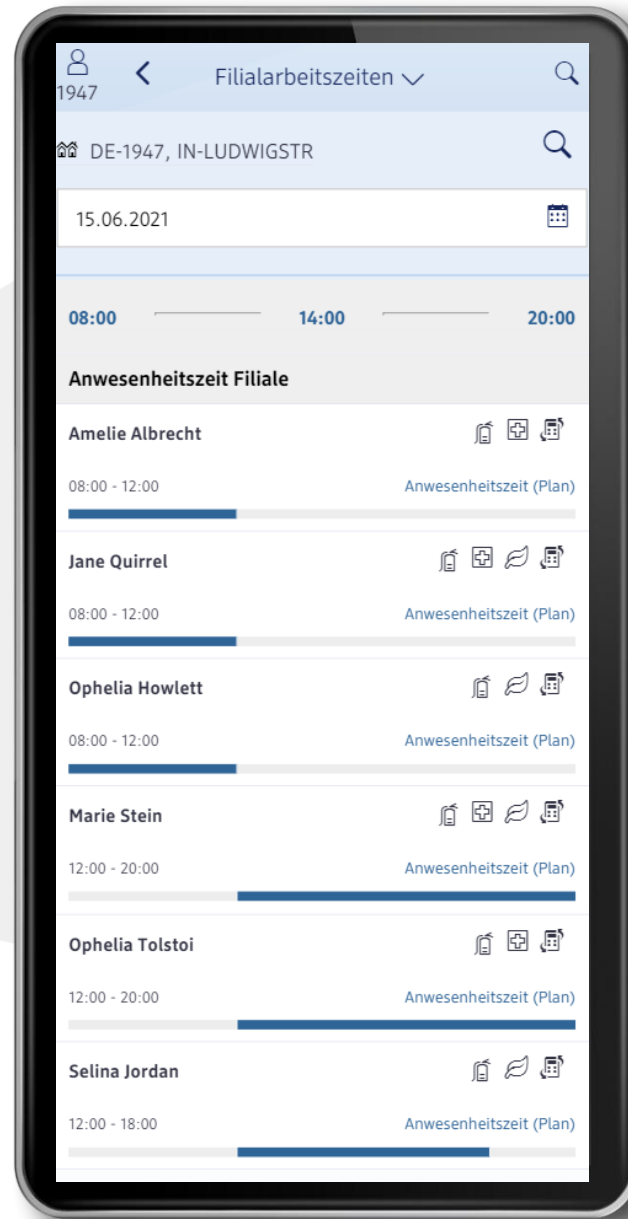
Planning Calendar App
Review and finalization of
the planning



Planning Period App
Release of the
planning period

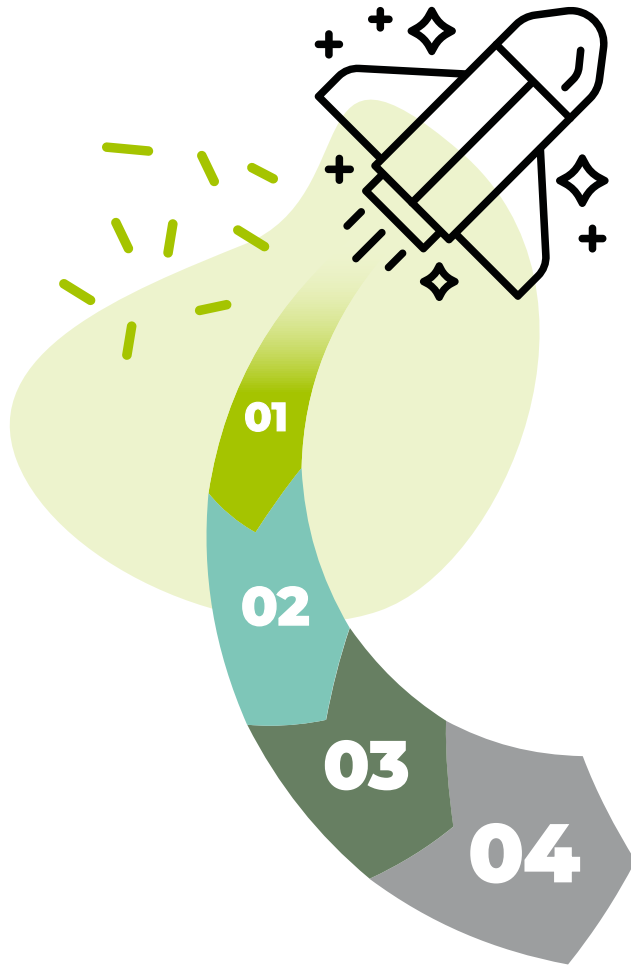


Planning Period App
Release of the
planning period



App Store Working Times
Lookup for scheduled working time of the store

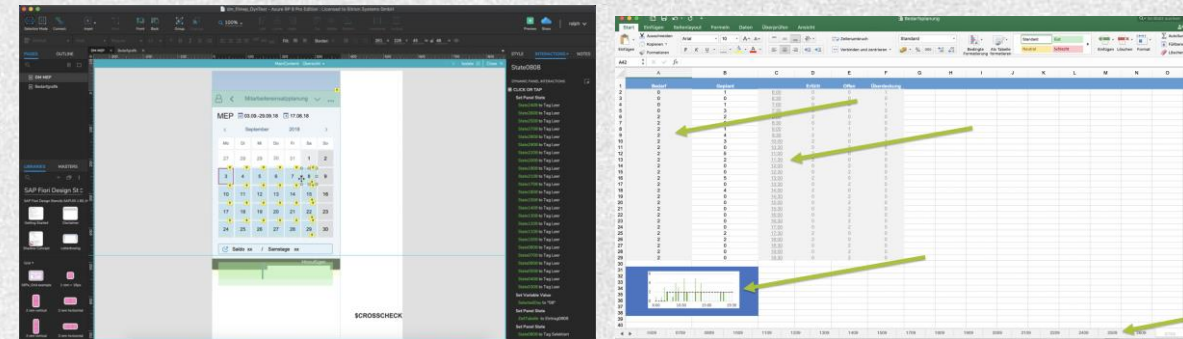
Lessons Learned



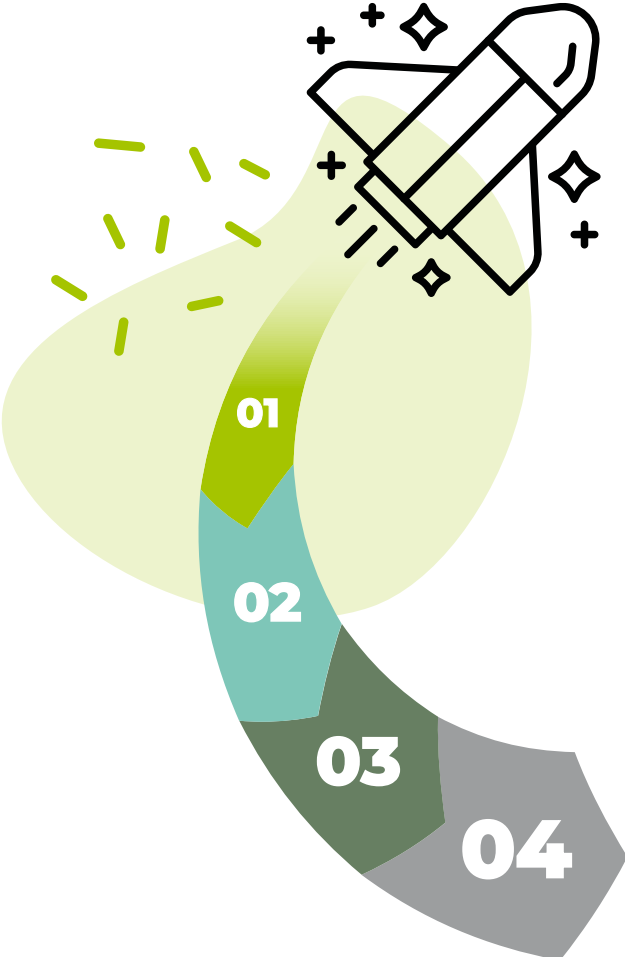
01 Convert employees to partners



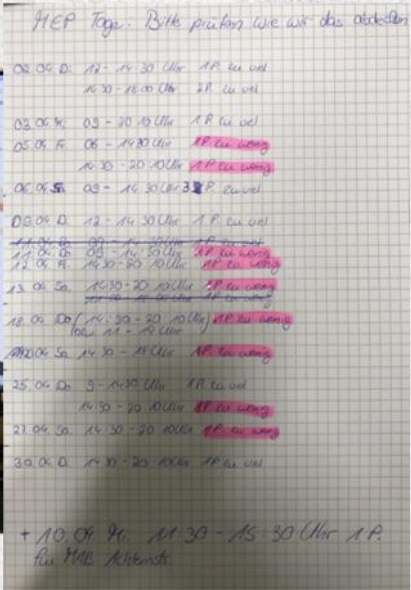
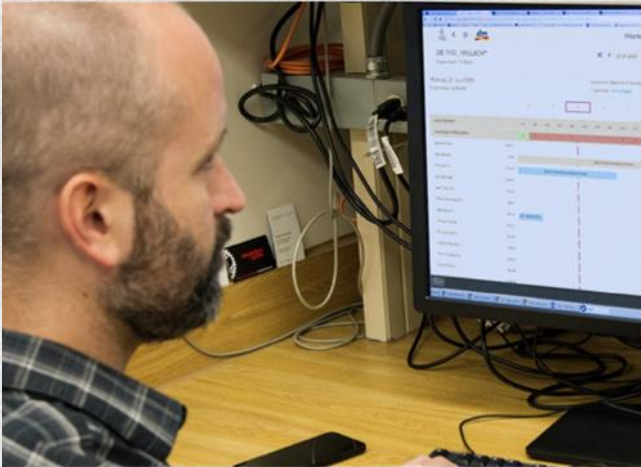
02 Prototype rapid and often



Lessons Learned



03 Users are going to show you



04 UX is always a team effort



**Now we are super
excited for your
Feedback
@Kai Richter**

Vielen Dank für Ihre Teilnahme.

Kontaktieren Sie uns unter
hello@projekt0708.com

Follow us:



https://www.youtube.com/channel/UCW4t6y_YdRkk8MnATNIQliQ



<https://twitter.com/projekt0708>



<https://www.xing.com/companies/projekt0708gmbh>



<https://www.linkedin.com/company/projekt0708-gmbh>



<https://www.projekt0708.de/unternehmen.html#podcast>



Stefanie Sehm

Director HR Technology
bei projekt0708



Ralph Tonn

User Experience Designer
bei movable.design