

# Measuring Productivity - Continued

## True Hot Dogs per Hour

### Scenario #1

In Orillia from 1:00-2:00 the Hot Dog Factory team has 87% Occupancy and Murray made 22 hot dogs



### Scenario #2

In Toronto from 1:00-2:00 the Hot Dog Factory team has 46% Occupancy and Bonnie made 13 hot dogs

### Steps:

1. Calculate “True Hot Dogs” / hour (Occupancy / production per hour)

Murray:

$$22 / .87 = 25.3$$

Bonnie

$$13 / .46 = 28.3$$

This “Normalizes” the data.  
If Murray’s Occupancy rate were 100%, this is what he would have made (25.3 hot dogs)

**Who is more productive?**

**What we still don’t know...**

Appropriate/best rate that the organization has studied and established as a range where both good Quality AND good productivity fall.

Assume that 22-25 hot dogs / hr = the “right” rate



**Which one is doing a better job?**



## Join us for “Munch” ...

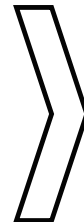
# MUNCH 'N' LEARN SERIES



- ✓ On their time (during lunch)
- ✓ We bring the lunch!
- ✓ Only an hour

Just

**\$79**



### Sample Topics

- Transition from Service-2-Sales (cost-2-profit center)
- Everything to do to ensure your program FLOPs
- Inbound call centre management essentials (8 topics)
- Designing an omni-channel quality program
- Call guides - Do's & Don'ts (inbound & outbound) **New!**
- Foundations of Inside Sales - (6 topics)

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