

## Case Study

# Managing Teams in the Best Possible Way



## Organising the Collaboration of Highly Specialised Workers with Maximum Efficiency

Coordinating teams of experts in shift operations presents a constant challenge for companies. In particular, it is difficult to bring together employees with their unique qualifications in such a way that the expertise relevant to a complex task is available within the team whenever it is needed. As part of a consulting project for an airline, VIA Software developed a tool that optimises shift planning for aircraft maintenance staff.

# Case Study

## Managing Teams in the Best Possible Way

### Challenge

In highly specialised teams, varied employee skills intertwine in such a way that efficient task management only occurs if all required qualifications can be called upon when needed. This is just as relevant in complex areas of operation such as aircraft maintenance as it is in production processes where different experts have to work hand in hand. Even in medical teams in hospitals, in major

construction projects and wherever the skills of employees cannot be exchanged or replaced at will, skills profiles and time availabilities must be interlinked in deployment planning under highly diverse framework conditions so that the interaction of all those involved functions smoothly.

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### Our Contribution

In one such case, we supported an international consulting company in planning shifts for aircraft maintenance staff in the best possible way with regard to effectiveness and efficiency. For this purpose, we developed a mathematical model that describes, on one hand, demand (i.e., availability requirements for employees with specific qualifications), and on the other, duty scheduling constraints for the employees concerned – taking into account their individual working time models, planned absences and other restrictions.

The optimisation tool we implemented on this basis paves the way for shift schedules that integrate and utilise available personnel resources in an optimal fashion to prevent delays with respect to planned work processes. As part of this consulting project, our client used this as a platform from which to examine and optimise varied planning scenarios with his client, developing recommendations for staff scheduling actions accordingly.

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### Benefits for the Client

- ◆ Utilising the optimisation tool to examine varied scenarios with unique planning restrictions provided the ability to quantify the influence of said restrictions on the efficiency of staff deployment.
- ◆ The tool made it possible to examine the advantages and disadvantages of different part-time working time models.
- ◆ The analyses performed ultimately resulted in recommendations for shift planning and scheduling, as well as measures for the most effective employee deployment.

**Are you looking for a suitable solution for your company?**  
**We look forward to talking to you about the challenges in your company.**

Get in touch with us

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