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Angela Thomas of FedEx Named 2010 Workforce Management Professional of the Year

NASHVILLE, TENNESSEE – April 1, 2010 – The Society of Workforce Planning Professionals (SWPP) has announced Angela Thomas of FedEx as the winner of the 2010 Workforce Management Professional of the Year award.

“We are proud to present this distinguished award to Angela,” said Vicki Herrell, SWPP Executive Director. “Her accomplishments in the area of remote agent deployment are remarkable and show exactly what we are looking for in the recipient of this award.”

Angela Thomas has been supporting customer service workforce management at FedEx for the last 15 years. In those years, Angela has learned and gained knowledge in all aspects of customer service and workforce management. Recently, however, Angela has spearheaded a huge undertaking that has changed the call center environment at FedEx — Angela successfully deployed four traditional call centers to be 100% at home employees. The overall savings for this initiative will be roughly \$2.5M annually. Angela utilized the latest in call routing technology to enhance the overall scheduling and routing of call volume, which has led to an overall 1% increase in productivity. This has provided the company with an additional \$1.2M savings per year, for a total initiative savings of over \$3.5M annually. This initiative has had a number of significant benefits for FedEx, including:

- Employee morale around this opportunity has been overwhelming, and the employees are ecstatic about the opportunity to work from home
- Employee loss of coverage (absenteeism) is down by 45% versus the traditional centers
- Facility savings are \$2.5M annually
- Increased online productivity savings of \$1.2M annually

- Service levels have realized a 1.2% improvement overall supporting enhanced customer experiences

Also, disaster recovery opportunities have been realized to eliminate the impact from severe weather and increase flexibility and employee support for contingency planning during off hours and in critical times.

Angela has led the planning team in creating the scheduling processes for this initiative, as well as developing the requirements for the employees to be working from home. Angela had to utilize a great deal of both technical and workforce management skills to support this initiative and to ensure that requirements have been met. This includes developing online scheduling practices for all aspects of workforce management, and creating two-way communication channels for employees to ensure that all issues are resolved. Angela has also developed the reporting and routing strategies to be deployed in conjunction with the rollout of the remote employees. This strategy has improved overall call routing and productivity across the deployed locations. This strategy has also been adopted for use while deploying an additional 400 employees to work remotely from home within the next six months.

Angela led the Operations team in deploying proactive Chat opportunities on fedex.com. This has allowed FedEx to effectively support customers utilizing fedex.com, which has had a significant impact to customer satisfaction, including:

- Customer satisfaction surveys are scoring consistently in mid to upper 90 percentiles
- Job diversification for traditional phone Reps has been overwhelming
- Chat Reps have provided additional contingency staffing in peak and critical time periods

Angela also was highly involved in the Chat project for workforce management. Angela developed an integrated routing and chatting strategy to ensure that the Reps can be dual-utilized to maintain their current productivity levels. Angela also developed new forecasting

and planning strategies that will encompass multiple simultaneous chats, and worked with the IT department to ensure that the Reps can be utilized most effectively to support inbound call volume as necessary in peak and contingency situations.

Angela has utilized multiple workforce management tools in completing the various projects that she has been involved with. She has developed requirements for the workforce management tools to be interactive for both remote and in-office employees. Angela has also developed internal programs that will allow more effective communications and interactions between Reps, Managers, scheduling specialists, and network analysts. These efforts have provided increased communications, which has more effectively addressed issues for individuals, as well as effectively being able to communicate network needs to multiple call centers and over 400 employees currently working from their homes. Angela has worked with various levels of executives and presented numerous recommendations in order to support these initiatives, including not only all of the scheduling opportunities and challenges, but also the financial risks and opportunities.

Angela has been very effective in completing a number of major corporate initiatives in a very short time period. She was able to deploy the 400 remote Reps within a five-month time period, utilizing technology that was new to FedEx and that required full integration into all of the existing reporting and WFM systems. This project was so successful that the decision was made by the executive team to continue with the initiative and deploy an additional 450 Reps to work remotely over the next four-to-six months. In addition, Angela has been responsible for the day to day operations for FedEx within the United States, and took the lead role in managing FedEx Customer Service through the Christmas season.

Dave Loges, Senior Manager, Workforce Management at FedEx, said, “Angela has been a tremendous part of the success that FedEx Customer Service has experienced. Over the last year, Angela has taken a tremendous leadership role while still managing the day to day operations for customer service. Her leadership on the corporate initiatives was both key to their success, as well as ensuring that the initiatives were effectively integrated with the workforce management needs. She has actually been able to enhance the customer

experience while bringing tremendous cost savings to FedEx.” Loges added, “We are so proud of Angela and very excited about this honor for her.”

Prior to FedEx, Angela was with UT Medical Group where she was Director of Call Center Operations. Responsibilities included recruiting, training, quality assurance and workforce management. Angela graduated from the University of Memphis.

The other finalists for the award were Dave Bennett of American Express, Alisha Eads of Asurion, Tony Graczyk of Principal Financial Group, and Victoria Marcella of VW Credit.

The SWPP Board of Advisors selected the five finalists from nominations submitted on the SWPP website. The Workforce Management Professional of the Year award is chosen from the five finalists by the Board of Advisors and announced at the 2010 SWPP Annual Conference.

About SWPP

The Society of Workforce Planning Professionals (SWPP) is an organization devoted to facilitating education and networking opportunities among workforce planners across all industries. Membership in SWPP is available to all workforce planning professionals and other interested parties from consulting and vendor organizations. Both individual memberships and corporate membership options are available, with full benefits and costs outlined on the organization’s website at www.swpp.org.

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