Employers seeking skills, not robots

Aldemaro Romero Jr.
CUNY Bernard M Baruch College

How does access to this work benefit you? Let us know!
Follow this and additional works at: https://academicworks.cuny.edu/bb_pubs
Part of the Higher Education Commons

Recommended Citation
Dealing with capacity constraints can be a tricky proposition. There are typically two main challenges that businesses face when trying to manage capacity effectively: demand forecasting and workforce planning.

1. Demand Forecasting:
   - Accurate demand forecasting is crucial for ensuring that the right amount of capacity is available to meet customer needs. However, demand can be difficult to predict, especially in industries with volatile or unpredictable demand patterns.
   - Businesses may use statistical models, machine learning algorithms, or qualitative techniques such as market research to forecast demand. It’s important to regularly review and update these forecasts to account for changes in market conditions.

2. Workforce Planning:
   - Workforce planning involves determining the optimal mix of full-time, part-time, and temporary employees to meet capacity needs.
   - This requires careful consideration of variables such as labor laws, union contracts, and employee benefits. Businesses must balance the need for flexibility with the costs associated with hiring, training, and retaining employees.

In conclusion, dealing with capacity constraints requires a strategic approach that takes into account both demand forecasting and workforce planning. By doing so, businesses can ensure that they have the right capacity to meet customer needs while managing costs and ensuring employee satisfaction.