

Customer & Workforce Insights

Volume 21

December 2018

Overview



The November jobs report: gains across the board in seven of eight major categories, including all major supply chain areas.

Average hourly earnings rose 0.2 percent in November, keeping the year-over-year average at 3.1, a level not seen since the recession.

An early indicator to monitor: [exports are down year over year](#) in some major ports, possibly affected by tariffs.

The labor shortage has benefited minimum-wage earners, African-Americans, Latinos and Americans with a high school degree or less. They have all seen their jobless rates decline in recent months.

Trucking

Experts continue to warn that [automation](#) promises to disrupt top US industries, with transportation sector always near the top of lists for areas to monitor.

In this tight market for skilled labor, more and more options are on the table: Trucking companies are looking at [how employees are being paid](#) as the on-going truck-driver shortage continues.

And finally, power of partnering: For transportation-focused executives, this is the era of external [outreach and collaboration](#).



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Workforce

When Democrats take a House majority next month, they plan to push for a higher [federal minimum wage](#) of \$15 per hour.

According to JOLTS, [workers are quitting](#) at the highest rates since 2001. One reason: long commutes. Another: easiest way to get a raise.

Workplace injuries continue to [decline](#) according to recent reports from BLS and other government sources.



Logistics

Building a culture of safety: As part of its productivity and efficiency drive, Amazon will start [penalizing sellers](#) who go against its safety standards when sending shipments to its warehouses.

[“Needle-Moving” technologies](#) are being used by DHL to equip its warehouses for surging ecommerce demand: DHL executives say productivity up 25%, processing capacity up 30%.

[Performance](#) :specifically *perfect* performance is the holy grail in this increasingly competitive sector, driven by relentlessly higher customer expectations.