

## 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.

### Manufacturing

Purchasing executives are reporting [increased hiring difficulty](#) despite the fact that over 10% more of them have raised wages in the past year.



And the number of jobs in sector keep growing: openings has [surged](#) at US manufacturers in recent months- despite tariff obstacles.

The [STEM](#) imperative has many different variations. Here is one: programs to reach younger learners, specifically girls.



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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.