

MUJI USA/Canada Chooses Legion WFM and Improves Employee Engagement, Communications, and Scheduling Optimization

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- Taku Hareyama

President of the United States and Canada at MUJI



INDUSTRY: RETAIL • EMPLOYEES: 1,000+

MUJI is a Japanese retailer that sells a wide variety of household and consumer goods. With nearly 1,000 stores worldwide, MUJI USA/Canada leverages Legion workforce management software to drive engagement through streamlined operations and communication.

Challenges with Manual Scheduling and Meeting Employees' Needs

When Taku Hareyama, President of the United States and Canada at MUJI, was a store manager at MUJI, the company used manual methods to schedule and manage its workforce. As a result, it was difficult for managers to get accurate availability and meet their employees' scheduling needs. So when MUJI USA/Canada decided to look at automating this process, Mr. Hareyama wanted to find a good solution that supported the field staff, associates, and managers.

Legion WFM Automated Scheduling Gives Managers Numbers and Facts

That led to MUJI USA/Canada selecting Legion WFM for its workforce management solution and building a strong relationship. Mr. Hareyama described how Legion's ability to forecast, automate scheduling, and provide visibility into employee availability allows managers to streamline their processes. That saves time and energy managers can reinvest in the business – spending more time with frontline employees who get an improved connection with the company's vision. Taku Hareyama shared that, “Legion's AI capabilities were just what we were looking for given the complexity of our operations.”

Thanks to Legion, Mr. Hareyama said, “Now managers discuss specific issues and have numbers and facts. For example, if a store needs to staff 16 more hours on a Saturday, they have a specific forecast and can easily discuss the best solution. That's better for managers and the company. Also, if a manager is new and learning the regular store schedule, they can use Legion WFM to look at previous weeks and clearly see how to maintain schedule quality.”

Improving the Employee Experience with Transparency and Easy Access

Mr. Hareyama also described how Legion WFM helps new employees understand store processes that encourage transparency and equity. For example, employees can view the published store schedule, know when their co-worker is on vacation, and see colleagues' photos making it easier to get to know them during onboarding. "If you imagine you're a new member of a big store, and you don't yet know your team members' names, you can use the Legion mobile app to see them and their availability. That makes it much less stressful for new employees. Schedule visibility also demonstrates fairness and transparency."

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Legion WFM Solves Communication Challenges and Improves Visibility

Legion WFM has positively influenced MUJI's business and the employee experience. Mr. Hareyama described how Legion WFM has made it easier for management to reach employees. "HQ and Regional Managers can see who is working in a particular store. Suppose we need to communicate with a specific employee at a location. We simply use the Legion app to contact them directly instead of contacting the manager first to see if they're on the clock. That visibility saves the management team time."

Mr. Hareyama described how the Legion app has helped HQ managers communicate directly with frontline employees about their schedules. "The Legion app streamlines communication and makes it easier to ensure everyone receives schedule information at the same time. Before Legion WFM, we used text and email, which was not ideal. Now, the frontline employees in the stores have a better experience."

Legion WFM Enables Schedule Empowerment and Improves the Employee Experience

Flexibility is critical to frontline employees because they feel in control of their lives and can manage their home and work responsibilities. At companies that manage scheduling by matching employee preferences with the business needs, frontline workers have a stronger connection and commitment to their employers because their needs are being considered.

Mr. Hareyama said that giving frontline employees schedule flexibility and consistent, direct communication has improved the company culture. He explained that employees no longer need to call the store or speak with their managers to know when they're working or if they can swap shifts. Instead, they can do it themselves using the Legion app or on the web, and the added flexibility makes frontline employees very happy.

This newfound ability to speak directly with the frontline staff has a big impact on employee engagement because they don't have to rely on reading bulletin boards or hearing news through the grapevine. Now with Legion Newsfeed, employees receive communication directly, which makes them feel more connected to the company's mission and goals.

The Road Ahead

Legion WFM helped MUJI USA/Canada improve its company culture by enabling employees to own their schedules. And it increased visibility and operational efficiency for HQ and its leaders.

About Legion

Legion Technologies' mission is to transform hourly jobs into good jobs. The company's industry-leading, AI-powered workforce management (WFM) platform optimizes labor efficiency and enhances the employee experience simultaneously. The Legion WFM platform has been proven to deliver 13x ROI through schedule optimization, reduced attrition, increased productivity, and increased operational efficiency. Legion delivers cutting-edge technology in an easy-to-use platform and mobile app that employees love.