

# Country Snapshot: Mexico



Overcoming Workforce Management  
Obstacles in Mexico

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## Overcoming workforce management obstacles in Mexico

### Understanding WFM technology and best practices

#### Balance labour costs with quality of service

- High levels of employee turnover, but very low labour cost
- Manual, inconsistent or ineffective labour scheduling. Adjust labour to demand.
- Limited visibility into store productivity

#### Consistently improve customer service

- Inaccurate sales and labour planning
- Hiring and retain the right people for desired customer experience

#### Increased compliance risks

- Outsourcing employees' control
- Absence management
- STPS's NOM 35

### Business and government<sup>1</sup>

#### Degree of influence

- Mexico is a highly centralized country with the executive branch of government holding most of the power
  - Despite this, foreign businesspeople need to identify, court, and support local authorities as well as the decision-makers and influential people of the private sector

#### Barriers to doing business

- Many foreign organizations succeed by partnering with a local national who knows how to deal with government-related business

### Business ethics

- Although the government has taken steps to address corruption, it remains a concern for businesses in Mexico
- Remember that the majority of bribe demands come from low-level public officials and are sometimes requested for routine transactions
- Foreign companies should have clearly outlined policies that provide guidelines on how best to deal with corruption



Having one global solution allows you to address local challenges. Learn how [UKG Dimensions™](#) can meet your global workforce needs.

[Learn more](#) from our customers and global experts on best practices for managing a global workforce.

<sup>1</sup> *GlobeSmart Culture Guides*, GlobeSmart, (April 21, 2020), found at [www.globesmart.com/products/culture-guides/](http://www.globesmart.com/products/culture-guides/).