

Workforce Management Case Studies



CASE STUDY 1

1

24 hour x 5 day
Manufacturer
(Renewable Energy)



CASE STUDY 2

2

24 hour x 7 day
Manufacturer
(Consumer Goods)



CASE STUDY 3

3

24 hour x 5 day
Manufacturer
(Tier 1 Supplier
Renewable Energy)



Business Challenge



Safety & Production

- Missed Production Deadlines
- Lack of skilled labor
- Inefficient warehouse processes
- Excessive WC claims
- Near miss incidents amongst contingent workforce

Solution Delivered



Performance Based

1. Onsite Leadership Team that manages the day-to-day functions of designated areas of the warehouse
2. Attraction Campaigns, Interviewing, Hiring, Retaining and Dismissals of contingent workers
3. In-depth, two-week onboarding
4. Safety and Quality Training Ongoing
5. Intense employee engagement programs related to employee satisfaction and safety

Results



Cost Savings/Continuous Improvement

Cost Savings delivered year over year through:

- ✓ Reduction in WC claims
- ✓ Reducing headcount through efficiency
- ✓ Identifying items where there is material damage and putting corrective actions in place
- ✓ Taking on projects within the facility that allow for better material/work flow reducing the possibility of accident/injury and increasing the speed in which material can get from one point to another.

Safety & Unstable Workforce

- Caused them to not meet production goals
- Couldn't run all assembly lines to full capacity
- Unable to find qualified employees
- Issues with high turnover and low employee retention
- Zero employee engagement

Stabilization

1. Increased recruiting activity to build a continuous pipeline of candidates
2. Better candidate selection
3. Designed streamlined onboarding and training program
4. Onsite team visibility and engagement with employees
5. Attendance and employee engagement programs designed specifically to fit the client

Increased Productivity & EE Engagement

- ✓ Increased employee retention and engagement in the job
- ✓ Lowered turnover and burn out
- ✓ Provided cross training/growth opportunities for employees
- ✓ All of these add to increased productivity – client able to meet additional production goals and client orders

Production & Quality Issues

- Not able to meet client order demands
- Reduced profits due to extreme quality issues
- Harm client/supplier relationship due to both of these things

Performance Based

1. Onsite management of employees
2. Offered better screening and hiring of qualified employees
3. Consistent onboarding and training of employees
4. Implemented touch points throughout employee life cycle to ensure they continue to meet standards
5. Manage all ee relations including coaching, counseling, attendance, ee engagement, safety, etc.
6. Created scorecard to measure success
7. Created labor forecast to support the business and anticipate recruiting needs

Meeting Production Deadlines

- ✓ Able to meet client orders on time
- ✓ Allow for inventory of back stock items
- ✓ Increase quality of product delivered
- ✓ Strengthened client/supplier relationship