



International Food Manufacturing
Improved Workforce

Background

This international food manufacturing company needed to develop a more effective contract workforce program to accommodate the fluctuations in labor demand as well as improved hiring practices. Their previous staffing relationships resulted in high turnover, poor quality, a high level of quality defects and significant compliance issues.

Challenges

- To maintain quality of workforce despite fluctuations in labor demand
- To recruit, select and retain temporary and trial-hire associates
- To effectively manage the onboarding and performance of the contingent workforce

Vital Approach

- WSI designed a **customized “fit” interview**, placing emphasis on the nature of the work, physical demands and necessary skill sets.
- WSI implemented a formal onboarding and **employee mentorship program**, lowering the risk of costly errors and decreasing productivity time.
- WSI developed a **performance management system** for the contingent workforce, facilitating documentation of skill progression and the opportunity to gain priority for full-time positions throughout the facility.

Vital Results

- **Twenty-eight percent** (28%) **reduction** in turnover
- Recruitment model resulted in dramatically lower cost per hire and accelerated training time
- Overall labor costs, overtime and defects **decreased by eight-teen percent** (18%)
- Improved onboarding greatly reduced compliance issues and improved GMP compliance

Vital Our promise to you.

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