



CASE STUDY

On-site Program Implementation Leads to Success

Prior to beginning their relationship with Volt, the world's largest, Swedish-founded furniture retailer was experiencing difficulties with their current vendor.

The Challenge

The time-to-fill of our client's vendor was subpar, the quality of candidates needed to be improved, and the overall relationship was less than satisfactory. These factors were causing a decrease in productivity and additional stress on the Human Resources manager. The company knew a change was necessary, so they asked Volt to consult on a solution.

HIGHLIGHTS



Reduced
unwanted
turnover from
13% to 6%



Increased
candidate hire
from
67% to 87%

The Solution

The Volt team met with the client to present an on-site program. Prior to working with Volt, the client had never implemented or benefitted from an on-site program. They managed a 24/7 operation and needed coverage for three shifts with approximately a 180 headcount. **Volt implemented a full-service on-site program with a shared cost model.** We paid for two on-site representatives and our client paid for one.

Being on-site at our client's facilities created synergy between permanent staff and Volt's contingent workers. The on-site team participated in our client's townhall meetings where both permanent and contingent employees were recognized for their birthdays, and jobs well-done. This participation boosted morale and played an important part in the success of the company.

The Result

Our on-site program proved to be an "accomplished partnership," providing continuous program development and round-the-clock management support. As a result of implementation, we:

- Increased retention and reduced unwanted turnover from 13% to 6%
- Improved safety compliance with all employees passing their OSHA training
- Increased candidate hire from 67% to 87%
- Instituted a direct hire program for the client

Our understanding and forecasting of the client's upcoming needs ensured staffing requirements were met for ramp and time-to-fill was reduced.