



Situation

Manufacturing is a cornerstone of the US economy, yet its leaders are often required to overcome significant hurdles in order to propel their workforces forward.

A case in point: a precision components manufacturer with three plants in Michigan needed to improve the way it hired and retained its contingent staff. The company's temporary associates had no opportunity for formal career pathing. There was little incentive for such workers to stay with the company for an extended period of time.

Complicating matters were inconsistent staffing processes, company-wide. As a temporary staffing provider, EG Workforce Solutions had a difficult time tracking the delivery of the contract's Service Level Agreements (SLAs). Our team couldn't ensure that the client was receiving an appropriate return on investment.

Solution

After analyzing the company's operation, EG Workforce Solutions determined there was a need for more robust support. The first step: appoint an On-site Account Manager to oversee the client's three plants and provide day-to-day support to the organization's 200-plus temporary associates. We then added a Strategic Account Recruiter in the southwest region. And, in a strategic partnership, EG Workforce Solutions and the client teamed up to implement a vendor management program that streamlined the co-employment process.

The changes also led to the introduction of automatic reporting, so the company's leaders were kept abreast of their contingent staffing needs in real time.





Results

With dedicated, on-site resources, EG Workforce Solutions improved the way the company managed its critical contingent workforce, keeping it on the path of continuous improvement in its challenging industry.

Now, thanks to a fully functional vendor management system, EG Workforce Solutions and the manufacturer are assured that all SLAs are being met, and that the temporary staffing process is being managed with maximum efficiency and accuracy.

Under the new approach, the EG Workforce Solutions' Strategic Account Manager helps the client identify temporary employees who are ready to move to the next stages of their careers. By demonstrating clear levels of advancement to all temporary staff, the company now has a positive co-employment environment where workers can thrive.

The manufacturer's investment in its temporary staff meant a more engaged workforce. And in an era of high employment and fewer candidates, the client found that a strategic relationship with EG Workforce Solutions gave it a competitive edge.



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