



INCREASED COMMUNICATION AND STAFFING SUPPORT IMPROVES RETENTION

Overview

Contingent labor is one of the foundational elements to this client's success. However, this leading North American packaging and manufacturing company faced many challenges. Retention was low, and overtime was high, affecting the company's delivery; they had to turn down business because they lacked the volume of associates needed to fill orders. With issues increasing, the client turned to Staff Management | SMX to develop a strategy that would enhance their current staffing program.

Highlight

In our first year, Staff Management | SMX decreased overtime **by 55%** while fill rates increased significantly **by 115%**.

“The client sought a staffing solution that would amplify their current associate population, improve retention rates, reduce overtime, and provide dedicated support with open communication.”

The Problem

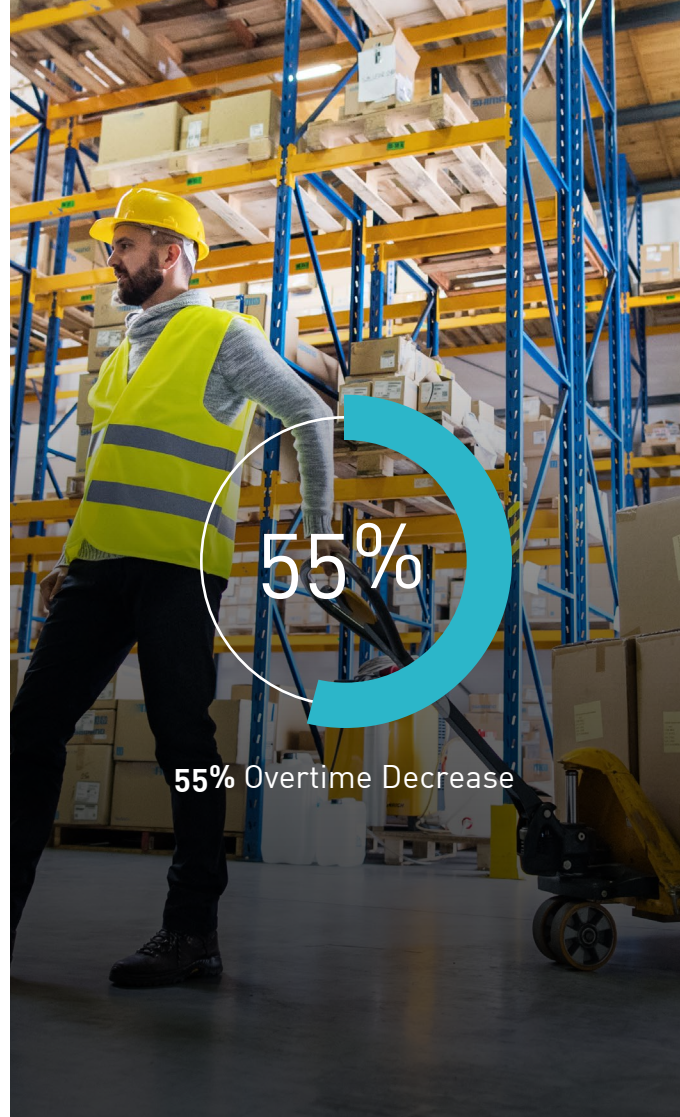
Located in a remote market, it was difficult to find qualified associates even though they were utilizing multiple suppliers, as well as their own internal efforts. The client lacked clear communication from their suppliers and received minimal support. The client sought a staffing solution that would amplify their current associate population, improve retention rates, reduce overtime, and provide dedicated support with open communication.



Staff Management | SMX provides an Onsite Workforce Management (OWM) solution that includes client dedicated service teams, centralized services, precision recruiting, and proprietary workforce management technology. Staff Management | SMX's on-site dedicated team is 100% focused on this client. We track recruitment effectiveness through our proprietary technology, Stafftrack, to ensure we are sourcing in markets, utilizing media outlets that yield a high volume of qualified candidates. Staff Management | SMX nurtures the existing workforce as well as the new associates with innovative retention strategies that boost associate morale. Some of these retention strategies include summer grill outs and holiday giveaways ranging from gift cards to televisions.

As a leader in North America for their packaging services, an innovative staffing solution is imperative to the success of this client. Due to the implementation of Staff Management | SMX's OWM solution, the client's staffing challenges were effectively addressed.

The new associate engagement and retention programs ensure that associates feel valued and creates a team environment, thereby increasing the amount of referrals. Staff Management | SMX's innovative recruiting strategies based on local media advertising, community outreach, and both traditional and alternative media created an influx of associates. Fill rates more than doubled, and in conjunction with higher retention rates, the company's overtime costs have been reduced by more than half.



“Staff Management | SMX created a new associate engagement program that ensured that our associates felt valued. In turn, it created a strong team environment that increased the amount of referrals significantly.”

Josh H.
Floor Supervisor