

ONSITE STAFFING PROGRAM BOOSTS ACCOUNTABILITY & WORKFORCE QUALITY

CLIENT

This large, single-site Canadian food manufacturing and packaging company had come to rely on several staffing firms to provide contingent workers for its Southern Ontario facility. As their operation grew, leaders found completing business-critical tasks more challenging. Managing a contingent workforce and multiple vendors consumed more and more of their time and attention.

CHALLENGE

Coordinating and managing workforce safety, forecasting and scheduling shifts and day-to-day became increasingly burdensome. They needed to find a company that would dig in to provide not just labour solutions, but a comprehensive workforce management strategy for today and tomorrow. The manufacturer decided to consolidate vendors—partnering directly with a single staffing provider.

HIGHLIGHT

In our first year, Staff Management | SMX converted 45 associates to full-time and maintained an 1.7% average weekly attrition rate.



**Staff Management |
SMX's recruitment and
workforce management
strategies brought in
the right workers and
kept them engaged.**



STRATEGY

When the manufacturer sent out a request for proposal, Staff Management | SMX was the only company to suggest an onsite staffing program. The manufacturer's contingent labour stakeholders took notice. They were interested in how Staff Management could mitigate risk while taking care of workers' compensation, eligibility verification, scheduling, absenteeism and more. Taking the time to understand the client's major pain points and priorities, Staff Management proposed a strategic labour strategy.

Once awarded the partnership, Staff Management's implementation team immersed themselves in the client's current operational. The team met with all previous staffing vendors and arranged a smooth transition to the Staff Management team for the best performing associates. Large-scale recruitment efforts were designed to meet the client's unique qualifications.

During the first two years of partnership, robust engagement and retention strategies, including a monthly associate newsletter, star performer recognition and use fair and consistent scheduling processes, were implemented. These and other customized tactics kept attrition rates at a low weekly average of 1.7 percent. Development programs, such as their forklift training, were created to support safety onsite. A new health and safety committee completed walkarounds and safety contests for the contingent workforce for additional safety reinforcement. The manufacturer found associates to be so well-suited to jobs that they've hire 48 as permanent full-time employees—more than a quarter of the size of the current contingent workforce.

By partnering with Staff Management | SMX, this growing business has been able to focus on innovation and other business-critical tasks that meet the needs of their customers. While this manufacturer continues to expand, Staff Management will continue to be there every step of the way - a committed thought partner who helps them succeed.

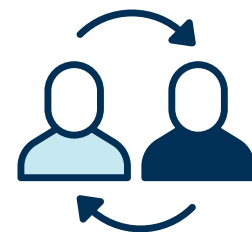
Learn more about how Staff Management | SMX can help support your business with a strategic workforce strategy.
Visit Staffmanagement.com

RESULTS

“Having an onsite agency saves us time in that our supervisors and human resources personnel can focus on the tactical part of running the business and not on staffing contingency labour.

Prior to having an onsite agency, we spent several hours each week recruiting people and coordinating our contingent workforce.”

HR MANAGER
Canadian Food Manufacturer



LIMITED ATTRITION TO AN
AVERAGE RATE OF

1.7%