TRC Lean Processes Light Up Employee Productivity and Retention for Home Decor Manufacturer

THE CLIENT: Warehouse Division within a Decorative Lighting and Décor Wholesale and Manufacturing Company

The Challenges

TRC's client was having challenges filling a multitude of open warehouse positions quickly while working with multiple staffing agencies. The client identified a need for support in four core areas: meeting headcount requirements, ensuring their account was serviced properly in an ongoing manner, candidate coaching and development, and ensuring candidates were meeting their performance KPIs. Once TRC began consistently fulfilling quality candidates on an ongoing basis, we earned the client's trust and they allowed us to send talent direct to start, shortening our timeframe to fill orders even more..

TRC'S Solution

TRC builds solutions unique to the customer's success.
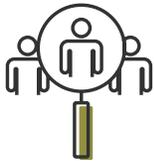
IMPLEMENT a lean screening process leading up to the client's peak season.

INCREASE employee productivity by identifying employee challenges and mitigating them.

QUICKLY provide qualified candidates from our pipeline to the hiring manager.

REDUCE turnover by working with managers on crucial KPIs and conducting in-person candidate check-ins to coach employees and help them reach optimal performance.

BUILT trust in year one; thus, in year two, the hiring managers didn't have to interview candidates internally, and TRC could send them to start, saving considerable time.

1. **Implement Lean Screening Processes.**
   The client's busy season falls in Q4, and they had challenges ramping up 50+ warehouse candidates that were reliable and consistent to work the season. They had a short amount of time to make a profit for the year and struggled to find staff to help them meet their goals. TRC asked in-depth questions to ensure we knew exactly what the client was looking for and what they expected. Our operations team toured the facility a month prior to the start of their busy season so the client would know who they were working with and our team could learn all the details of their needs to fill the positions quickly. This approach established the foundation for our partnership, enabling us to glean pertinent information about successful employees, client processes, and client expectations for employees, while learning about their company culture and environment.

2. **Quickly Provide Qualified Candidates from Our Pipeline.**
   With our pipeline of qualified candidates, we were able to get the client the talent they needed in the time frame they needed them. Distribution, Manufacturing, and Warehousing candidates constitute a large percentage of our positions, thus giving us a robust pipeline in our database to begin filling positions with the right talent quickly and efficiently.

3. **Build Trust and Save Time.**
   We worked on building trust during the first year of our partnership. Beginning in year two, the hiring managers didn't have to interview candidates internally, and TRC could send them ready-to-start employees. This approach saved the client a considerable amount of time by reducing the back and forth, thereby cutting down a week per candidate once send to starts began.

4. **Increase Employee Productivity by Identifying and Mitigating Challenges.**
   The other agencies were not properly screening; they prioritized winning the business and the orders and were quickly throwing un-vetted candidates into the mix. TRC set up a screener process that included the location where the talent wanted to reside, a competitive pay rate, and ideal shifts. This approach enabled us to find the best job and company fit for the employee to keep them happy and productive long-term. TRC had candidate check-ins to ensure they were showing up to work and identify how they were performing.

5. **Reduce Turnover through Employee Check-ins and Coaching.**
   TRC reduced turnover by working with managers on crucial KPIs and conducting in-person candidate check-ins to coach employees and ensure they were happy. The on-site TRC staff would consistently check the client KPI leader board that compared the KPIs of each employee. If a TRC temp fell behind, the TRC rep would go to the candidate, coach and develop them, and analyze the disconnect to improve their performance. This hands-on management approach saved the client time and improved their team's value, resulting in the clients being able to meet their internal quotas and goals.

TRC