

Building an effective manufacturing staffing partnership... quickly

An urgent change in contingency staffing providers yields both immediate and long-term solutions

Presented by Keith Wisner, Vice President, Workforce and Supply Chain Analytics



ResourceMFG[®]
Manufacturing Workforce Specialists

“We are now seeing more highly qualified associates who are willing to take on tasks assigned, [and] attendance has improved as a result of attendance incentives ResourceMFG has put in place.”
— Shelly J. Barley, Human Resources Manager, FMH Conveyors

FMH Conveyors

FMH Conveyors in Jonesboro, Arkansas is part of a global company that serves the growing material handling sector. A world-class manufacturer, they design, deliver, and service well-known brands of belted and roller conveyors in North and South America, with an international branch serving other continents.

A Shaky Approach to Peak Season

Heading toward their peak season, FMH Conveyors was struggling with turnover rates as high as 76% among their contingent workforce. A half-time floor manager was the only presence maintained by their now-former work force provider—they allocated no additional branch or corporate resources to the problem, nor any additional quality control measures.

ResourceMFG stepped in and partnered with FMH Conveyors to change the trajectory of their peak season and beyond.

“ResourceMFG guaranteed that they would be able to address the high rate of turnover... And they have delivered!”
— Shelly J. Barley, HR Mgr., FMH Conveyors

Course Correction

ResourceMFG presented plans for a new direction—and FMH Conveyors switched providers the same day. The need for a solution was urgent, and the commitment by both parties was evident. The transition occurred within a month. FMH Conveyors was all in, and ResourceMFG went all out. **ResourceMFG assigned a manufacturing veteran as the full-time, on-site Staff Performance Manager, and launched a number of initiatives aimed at improving morale, engagement, retention, and quality of the workforce.**

Improving Recruitment: Recruiters added more screening and testing to their hiring process, and overbooked on-site orientation by 50-100%. The client had their pick of the best candidates for open positions.

IMPROVEMENTS WITH RESOURCEMFG



Turnover Rate: → 20%
from initial range of
60-70%



Headcount Ramp-up:
110 → 190 Associates



Fill Rate: 99%

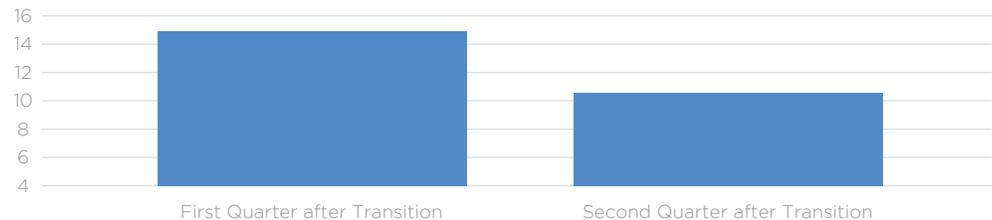
ResourceMFG devoted financial resources to building the partnership with FMH Conveyors, and to building the client's workforce—with impressive results.

- **Providing Incentives:** ResourceMFG offered a sign-on bonus for welders—a hard-to-fill position. Both Associates and the client's regular full-time employees could take advantage of a \$100 bonus for referrals.
- **Engaging Employees:** ResourceMFG held drawings for those with perfect attendance, donated a 49" TV to the holiday party, and mirrored a number of client programs. Associates enjoyed the employees' Night Out and received Thanksgiving gift cards, just like the client's regular full-time employees. This equivalent treatment increased engagement and acculturation.
- **Building a Skilled Workforce:** ResourceMFG funded a national partnership with Penn Foster, a leading workforce training provider, to offer free, online, skills-based training to both Associates and the client's regular full-time employees.

On-Target Results

The success of the partnership between ResourceMFG and FMH Conveyors can be told in numbers. Turnover rates fell to almost 20%. Fill rates, which had been at 60-70% under the management of the prior contingency provider, rose under ResourceMFG to a strong, predictable 99%. Overtime as a percent of total hours fell quarter over quarter, indicating increased efficiency and better labor cost management.

Overtime as Percent of Total Hours



Success can also be measured in less quantitative ways. FMH Conveyors reported seeing better quality product and quicker turn-around time on orders. Having solved the original and urgent turnover problem, the partners are now moving to realize opportunities in areas such as pay and safety. The client also benefits from having a good steady supply of candidates for regular full-time positions. Within the last four to five months, 22 Associates have been hired full-time by FMH Conveyors, based on merit. **The client now has many qualified candidates in the pipeline.**

Ramping up for busy season is always a challenge. Switching providers during busy season can be risky. **ResourceMFG appreciates FMH Conveyors' initial vote of confidence, their ongoing partnership, and their letter of recommendation after the results were in.**

ResourceMFG is a manufacturing workforce specialist. It is the first—and, with more than 145 locations in 25 states and over 19,000 workers on assignment—the largest national staffing company to specialize in manufacturing. ResourceMFG recruits and screens for more than 200 manufacturing-specific skills and has developed more than 30 proprietary screening tools. See www.resourcemfg.com.