

New Distribution Facility



CAS STUDY

Business Challenge

A global pet food manufacturing company built a new, state-of-the-art distribution center in the Kansas City area. The new DC was located next to its manufacturing facility and only 30 miles away from another manufacturing facility. This was done to maximize efficiency. The new DC required 200 employees, in addition to the 500+ employees already in place at the two plants. The HR department was limited in size and did not have the resources to fully handle the hiring for the new DC. This company also liked the "try before you buy" temp-to-hire arrangement. Furthermore, the computerized LGVs presented challenges, and therefore, the DC was more reliant upon its temporary workforce than anticipated.

Our Approach and Solutions

- Created customized, high-volume recruitment campaign, including TV and radio ads, newspaper ads, onsite job fairs, area signage, community partnering, and more.
- Provided a team of Focus workforce coordinators and onsite managers with 24/7 coverage.
- Developed standard operating procedures (SOP) specific to the client's DC needs.
- Created customized GMP and safety policies, specific to the facility.
- Implemented a state-of-the-art forklift, reach truck, and cherry picker training and certification program, including onsite training and evaluations.
- Created custom orientation and on-boarding programs to ensure workers were abreast of their job requirements, policies, and company goals.
- Implemented "Workwise" safety training and orientation program to increase tenure and reduce turnover.

Realized Results

- Logged more than 500,000 annual hours over multiple shifts and departments
- Processed over 3,000 candidates during initial recruiting blitz
- Trained and oriented over 1,000 candidates in one month
- Filled over 200 positions within three weeks of new facility start-up
- Attained less than 5% overtime due to effective staffing
- Achieved fill-ratio of over 98%
- Remained underbudget by \$200,000 due to reduction in overtime
- Actualized turnover less than 9%
- Converted over 90% of Focus employees to client
- Surpassed production goals by 115%
- Zero lost time injuries in first year

