

NEEDS ANALYSIS

Workforce value drivers for high-volume staffing:

1. Services, processes and onsite management quality
2. Cost (rates, overtime, turnover, injuries, lost production)
3. Volume/quality of employees
4. Legal and regulatory compliance
5. Safety and injury management

Services, Processes and Onsite Management

- Does your current staffing vendor(s) recruit and/or provide employees and services to other companies in your area? Y N ?
- Would you like to review employment data, such as turnover, wage surveys, market analysis, demographics, available workforce population, etc.? Y N ?
- Could your new hire orientation and training program be improved? Y N ?
- Are you using workers from more than one staffing vendor (whether through a master vendor or directly through multiple vendors)? Y N ?
- Does your staffing supplier offer a disaster and recovery back up plan for emergencies? Y N ?
- Does your existing agency have certified safety, LOTO, and training programs? Y N ?
- Does your staffing vendor specialize in manufacturing or distribution workforces? Y N ?
- Is your staffing supplier flexible and easy to work with? Y N ?
- Is your current supplier available 24/7? Y N ?
- Are you lacking onsite support or is your onsite support ineffective? Y N ?
- Do you lack consistent screening, testing, or training? Y N ?
- Are Standard Operating Procedures (SOP's) in place for onsite management, training, orientation, and recruiting for your account? Y N ?

Cost

- Do you think your staffing program is too expensive or over budget? Y N ?
- Does ineffective staffing cause full-time employees or other temporary employees to work overtime? Y N ?
- Are your overtime costs too high? Y N ?
- Have you failed to hit production goals as a result of ineffective staffing or poor quality employees? Y N ?
- Are Worker's Compensation costs too high? Y N ?
- Is your state Unemployment Tax Modifier too high? Y N ?
- Do staffing shortages cause line down time? Y N ?
- Has ineffective staffing directly or indirectly caused decreased revenue, missed order shipments, or quality returns? Y N ?
- Do you have timekeeping or invoicing errors? Y N ?

Volume and Quality of Employees

- Do you consistently have unfilled positions? Y N ?
- Does your staffing vendor(s) deliver on-time fill-ratios over 97% of the time? Y N ?
- Do you have poor quality employees provided by your staffing vendor? Y N ?
- Do the employee skills meet minimum requirements? Y N ?
- Do you have excessive turnover? Y N ?
- Are your lines or shifts consistently under-staffed? Y N ?
- Are you converting less temporary employees to full-time status than you would like? Y N ?
- Do your existing agencies provide effective skills testing and verification? Y N ?
- Does your volume fluctuate daily, hourly, or by shift? Y N ?
- Is your current staffing provider able to provide proper staffing levels for last minute fluctuations? Y N ?
- Does your staffing supplier have a "reserve program" in place to ensure you hit required staffing levels? Y N ?
- Do you have staffing issues on 2nd or 3rd shifts? Y N ?
- Is a daily roster of employees provided? Y N ?
- Does your temporary workforce have higher absenteeism? Y N ?
- Does your current agency have an effective program in place to decrease tardiness and absenteeism? Y N ?

Legal and Regulatory Compliance

- Are you concerned about union activity? Y N ?
- Does your staffing vendor comply with I-9 requirements and follow-up on expiring documented employees? Y N ?
- Are you concerned whether or not 100% of employees have correct documentation? Y N ?
- Does your staffing supplier provide you with their OSHA 300 log? Y N ?
- Are all employment policies covered, including employees from non-primary vendor(s)? Y N ?
- Do you have other concerns about lawsuits or risk exposure? Y N ?
- Does onsite management have the ability and proper training to handle co-employment issues, such as harassment, discrimination, and other incidents? Y N ?
- Is there effective and consistent auditing of all practices, including LOTO, safety, policies, etc? Y N ?

Safety

- Does your staffing supplier provide a proactive approach with regards to loss prevention, incidents, and injuries? Y N ?
- Does your existing agency provide certified safety training? Y N ?
- Are your injuries excessive or too frequent? Y N ?
- Are injuries too serious in nature? Y N ?
- Do you realize too many lost-time injuries? Y N ?

Other

- Has your staffing supplier partnered with you to implement Service Level Agreements (SLA's) and Key Performance Indicators (KPI's)? Y N ?