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Office Products Leader Improves Scalability, Compliance, Diversity and Performance with TRC

THE CLIENT: A leader in business-to-business and retail office products distribution with 900 retail locations throughout the U.S.

THE FUNCTION: A 650,000 square foot distribution center located in Birmingham, AL

Client recognized a significant difference between the productivity of the permanent workforce and the less productive temporary workforce. The client had almost accepted this as the norm.

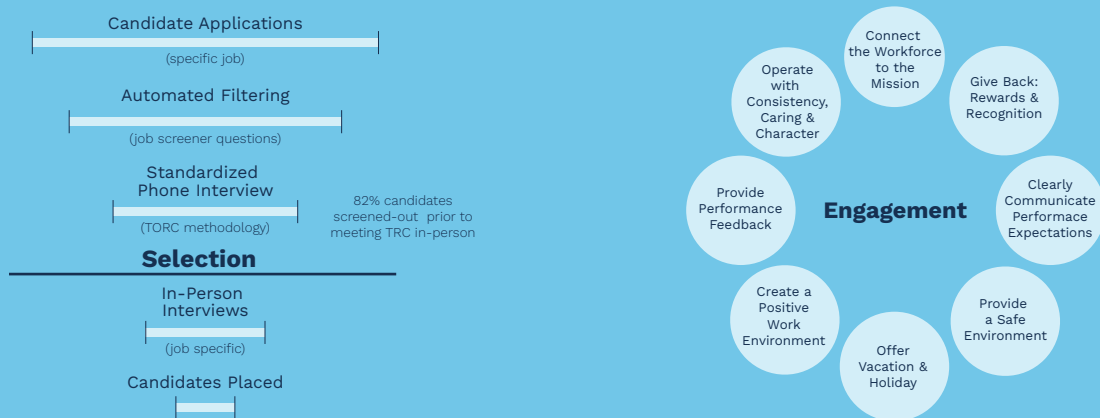
The Challenge

Client operates in a highly competitive environment and was using multiple traditional staffing services in their distribution center. They experienced high turnover and poor quality candidates who had not been properly screened for job fit, references, drug screens, background checks, etc. In addition, the client's management team spent unnecessary time and money training and then retraining the temporary staff.

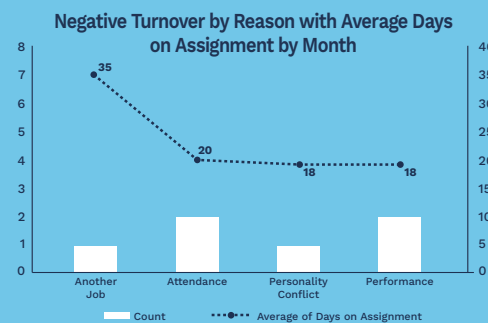
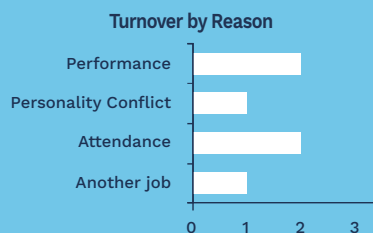


TRC'S Approach

As Lean Practitioners, TRC recognized the importance of developing a solution that would benefit our client. We felt that selecting the right candidate for the job (defined as high performing and stable) was the key to success and would build the foundation for our future. Our current process is more disciplined and rigorous than any other staffing provider and audited monthly for 100% compliance and adherence to our standards.



Performance Management



The Results

Our Client no longer believes that the permanent workforce and temporary workforce are two separate classes. Contractor's performance is now in line with their permanent workforce.

- Flexible workforce around peak seasons with 65 to 110 employees.
- Client is nationally recognized to facilitate the hiring and management of disabled workers. TRC now acts as the liaison and has aligned itself with this organization as well.
- Site Management including Performance Manager and Site Recruiter to oversee the day-to-day performance of TRC's workforce against the client's KPIs and have 100% fill rate for all positions.
- 11 out of the 53 temporary workers that TRC attempted to transition from the original temporary vendor failed our screening. All employees are now 100% Compliant.

