

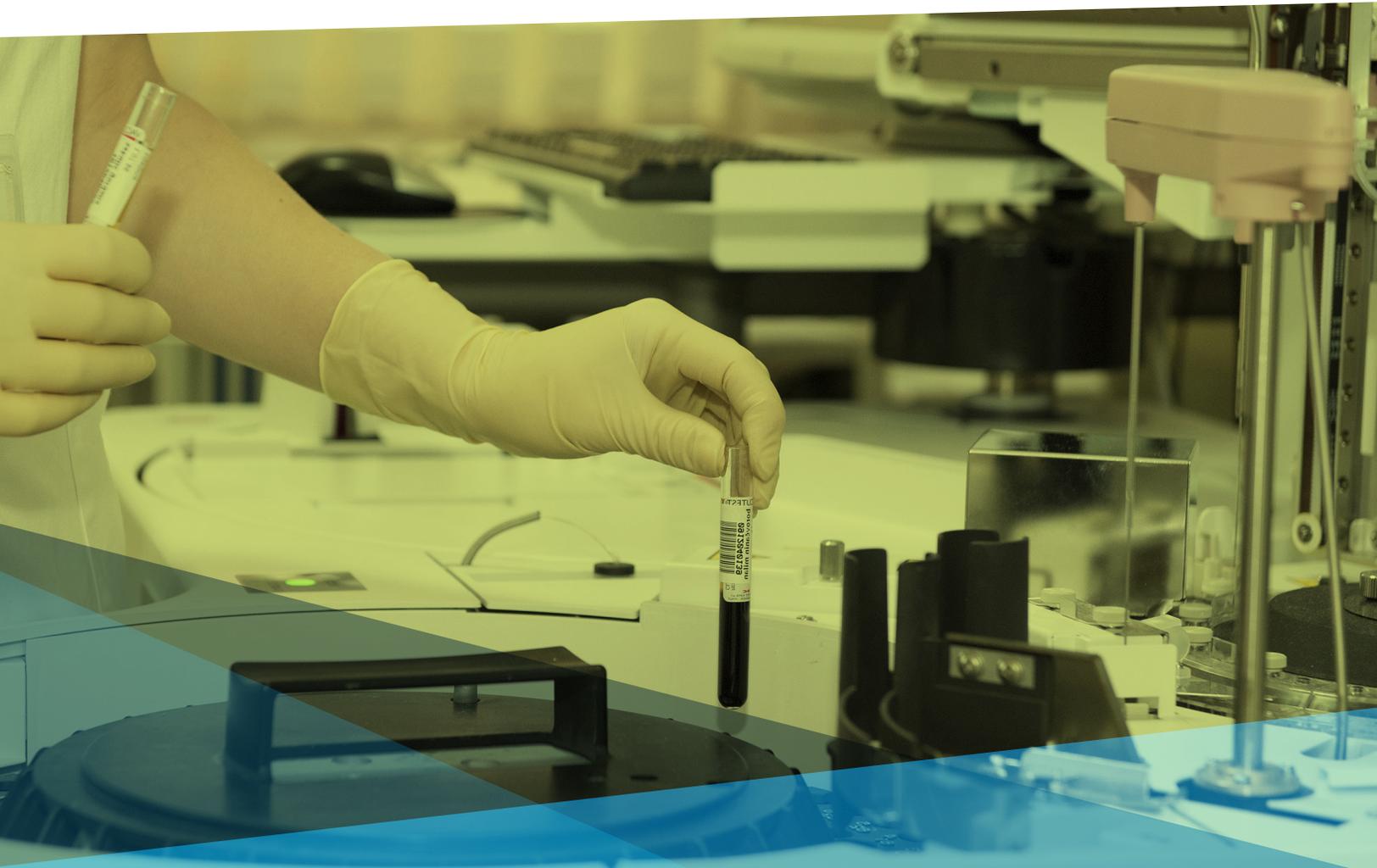
A CASE STUDY ON:

# Co-Sourcing

**CLIENT:** A global manufacturing and distribution company

**FUNCTION:** 250,000 square foot North American distribution center

Our client evaluated their alternatives to manage their critical functions. They selected a solution that brings the flexibility and cost benefits of outsourcing while maintaining the control necessary to comply with complex regulations.



This case study is an actual account of a client of TRC Staffing Services, Inc. Names are not used in this study to ensure the client's organization's anonymity in today's highly competitive marketplace. Please refrain from disclosing content to our competitors or any third party.



- 8th consecutive year
- Diamond Award for both Talent & Client
- Only 2% of staffing firms in US recognized

## THE CLIENT'S CHALLENGE

Client operates in a highly competitive environment and was burdened with a tenured expensive workforce. They were charged with reducing costs in facility by over 1 million dollars a year without compromising service or FDA regulations.

## TRC'S APPROACH

TRC worked side-by-side with the customer to develop a co-sourcing solution to generate cost savings and increase productivity by developing a transition plan to convert 75 permanent jobs to contract labor positions without disrupting service levels. Some features of this plan include:

### Productivity Increase

Benchmark against other companies in industry through WERC and **client is at top of the tier** in the categories of productivity, reduction in errors, and efficiencies **due to TRC's employees**

TRC's open applicant tracking technology builds a pool of qualified candidates to **reduce time to fill positions** from 2 weeks to 2 days or less

**Overall productivity has increased by 40%** through the use of TRC's employees

TRC understands client's deliverables and processes and makes informed recommendations on process enhancements. For example, finished recent project in 2 weeks vs 60 days and **saved client \$100K in hard dollars**

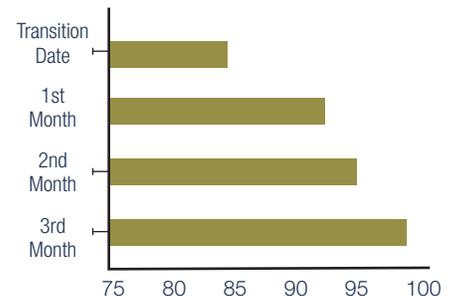
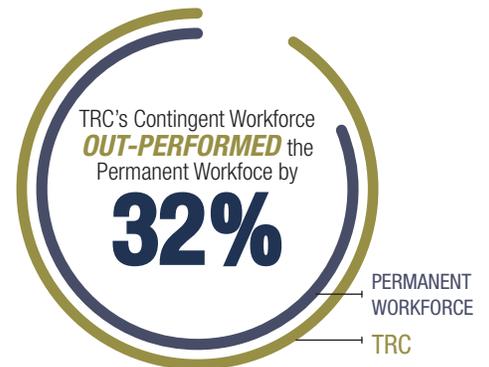
### Cost Savings Increase

Provide **Onsite Managers to oversee day-to-day operations** of the facility and workforce of 170, recruit candidates and act as an HR Liaison to client

Developed recruitment plan aimed at potentially backfilling all 75 positions, which included **cross training 30 people in 30 days in advance**, to be prepared to step in by bringing the flexible workforce early if needed

Provided **base rate increases to ensure continuity** and transitioned 13 employees

Developed a severance policy with client to ensure **transitioned employees would leave on good terms**



Post Workforce conversion, **TRC has consistently exceeded the productivity goal** and makes monthly improvements

## THE RESULTS

Documented cost savings and performance enhancements year over year have resulted in a relationship between TRC and the client for 7 years and because of this success, we are in negotiations with their Canadian distribution center.

- Client met all key performance indicators ahead of expectations (4 days after transition)
- Dramatic increase in productivity has led to dramatic decreases in required FTE's
- 170 employees currently working
- Less than 4% turnover
- Yearly hard dollar cost savings in excess of \$1.2 million
- After 2 weeks, TRC employees met or exceeded 100% productivity measurement. Previously, the average was 60%