

Distribution Center Exceeds Performance Goals



North America

Business Issue

A multinational consumer products manufacturer struggled with meeting industry standard product fulfillment times and picking accuracy rates in one of its distribution centers. The client also had trouble staffing the center with the right number of employees needed during peak distribution times. In danger of losing some business with a key client because of these performance issues, the client turned to Manpower for help.

Solution

Manpower visited the distribution center to gather job requirements and used the information to build and implement an automated candidate matching system. To validate that the matched candidates could perform the jobs accurately, Manpower designed and administered competency testing, which included walks through the distribution center facility.

After onboarding associates, Manpower's onsite manager helped increase productivity by cross-training high performers and initiating an attendance incentive award. In addition, the onsite manager developed Behavior Observation Surveys to reinforce safety standards and reduce workplace accidents.

Results

Manpower helped the client meet and exceed all the distribution center's performance improvement goals, and as a result, increase business with its clients. Through the standardization of candidate assessments and associate development programs, the client hired and retained higher quality associates, and in turn, successfully increased their picking accuracy from ninety nine point six percent to the industry standard of ninety nine point eight five percent within the first year, and every year for the last four years. In addition, the client increased product on-times and decreased costs by leveraging Manpower's cross-trained associates to enhance flexibility during peak distribution seasons.

