



Global Medical Device Supplier Boosts Time-to-Fill, Performance, Cost Savings and Retention with TRC

THE CLIENT: Global supplier of Class III medical devices for critical care and surgical applications

THE FUNCTION: Complex FDA regulated manufacturing, assembly, and distribution center located in North Carolina

Client has a strategy of utilizing a 17% contract workforce to account for shifts in demand and create a “job security” buffer for its core workforce. They operate in a hyper-competitive business and face ever increasing pressures for efficiencies and productivity gains.

The Challenge

Client was utilizing an unsophisticated and “reactive” staffing firm resulting in a staggering 14-day time-to-fill. The slow time-to-fill created significant downstream problems. Line supervisors were retaining underperforming and unreliable staff because they could not afford to wait on replacements. Over time, this issue led to a culture of mediocrity and a relatively unengaged and underperforming workforce.

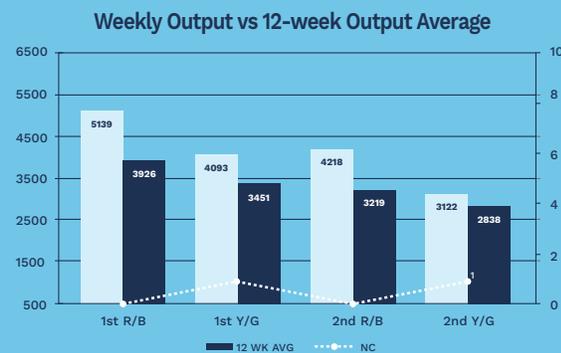


TRC'S Approach

TRC implemented an aggressive recruitment process, focused on building a screened, ready and capable workforce ahead of the demand. Our approach led to a less than 1 day time-to-fill which enabled dramatic changes in the overall quality and performance of the workforce.

Cost Savings

- On-Site Manager and Supervisor to oversee daily management of the contingent workforce New performance culture
- Base labor costs less than half of fully burdened permanent costs
- On demand recruiting with TRC pool of employees first chosen for permanent positions
- \$78K cost savings in one year in one department alone



The Results

- As a result of our track record, TRC was asked to implement a second client engagement in NJ within the first 15 months of our relationship
- Benchmark employees against each other to establish standards and targets
- Client is one of the top performing sites globally
- Site averages 100 employees
- Time-to-fill reduced from 14 days to less than 1 day
- Turnover reduced from 50% to 10% and continues to decrease

Improved Processes

- Reporting
- Kaizen and Kanban events – focus on lean manufacturing
- New ideas for the team to incorporate morale building with improving processes
- “Dock-to-Stock” reduced from 1 week to less than 24 hours

