

SUCCESS STORY

Improvement and Efficiency in Recruitment Processes for the Natural Gas Industry

Business Issue

A world leader in the supply and distribution of natural gas in Mexico was under pressure with an accumulation of open requisitions. The time-to-fill and quality of vacancy coverage was not consistent with expected standards. The problem was due to a process that required all hiring requests made by the business areas to be filtered and approved through the company's internal controls.

When ManpowerGroup was contracted to provide RPO services, the team quickly identified the need for process improvements to increase candidate quality and decrease time-to-fill by improving the flow of information between the requesting area, the Control Point office (which is the first point of contact) and ManpowerGroup Solutions.

Solution

The ManpowerGroup Solutions team worked with key stakeholders to map the previous process to better understand where the bottlenecks occurred. This process demonstrated that, although the number of candidates presented was adequate, alignment with quality expectations was not.

The team focused on onsite research and improving the flow of communication among all involved. They made direct visits to all distribution sites and interviewed the managers responsible for the recruitment. This effort was designed to better understand the characteristics required of candidates, as well as the operating culture of each work center.

ManpowerGroup Solutions' RPO reduced time-to-fill for the client's positions from 13 days to 5 days.



Results

ManpowerGroup Solutions achieved all the agreed-upon results, including:

- » Reduction in time-to-fill from 13 days to 5 days
- » Increased efficiency of the talent attraction processes by targeting specific characteristics better aligned with customer needs. In addition, the ratio of candidates to hires has been significantly reduced
- » Improved relationships between the requesting area and the Control Point, by having ManpowerGroup Solutions serve as a liaison and communicator of the needs of all stakeholders

Due to the success of these efforts, the project will be replicated with the company's operation in Chile.

