

## SUCCESS STORY

# Supplier Specialization Improves Workforce Management

## Business Issue

An international consumer goods manufacturer had difficulty attracting and retaining a highly qualified contingent workforce in Guanajuato State, Mexico. Inadequate response time and high turnover characterized the relationship with some suppliers and the company identified a need to more effectively manage its supplier relationships.

The company required a managed service provider (MSP) program to fill a significant number of openings in the near-term while developing a supplier strategy that could meet long-term needs.

The most urgent need, however, was to identify a partner that could deliver a large number of workers in December—historically one of the most difficult months to find talent.

Based on its considerable experience in the region, the TAPFIN team was selected as the company's MSP provider.

## Solution

The TAPFIN team began by auditing all of the client's vendor relationships and contingent workforce guidelines. The team identified the most critical areas to be resolved and defined the parameters required to meet the client's expectations for each role. This effort included the development of selection criteria for new suppliers. The TAPFIN team also started to identify and assess suppliers that met the new selection criteria and establish new processes that defined the supplier participation expectations to align with client needs.

After a thorough evaluation, five staffing suppliers were selected to fill 200 vacancies within a one month timeframe. Hiring requirements for each vacancy were aligned with each supplier's specialty area, ensuring that specialized requirements are met as quickly and efficiently as possible.

**Time-to-fill improved by 100% due to the new specialized supplier program and the team's ability to rapidly connect requisitions to the optimal supplier**



## Results

In just 10 months, ManpowerGroup China closed more than 80 positions and because we act as a filter to deliver only the best candidates, the internal HR team spends significantly less time reviewing resumes and pursuing mismatched candidates. A streamlined recruiting and hiring process has also generated a range of measurable results including:

- » The average time-to-fill of 37 days is 35 percent lower than the initial target
- » A candidate-to-hire ratio of 1:4.2-20 percent better than the target
- » A 20% cost savings
- » An attrition rate of less than 1%