

Kelly® Partnered Staffing® increases customer's retention rate and productivity

When a customer's inconsistent training program results in high turnover, Kelly devises a welcome solution.

A Japanese automaker was experiencing high turnover among the temporary and full-time employees at its distribution center in Iowa. The Kelly Partnered Staffing team revamped the customer's training program, which resulted in a decline in turnover and an increase in productivity.

The challenge

In the customer's Iowa distribution center, temporary employee turnover was high. Thanks to its presence on-site, the Kelly Partnered Staffing team was quick to spot both the issue and a solution. The team quickly realized that the lack of consistent training was a major contributor to the problem. Kelly proposed developing its own temporary employee training program, which the customer readily accepted.

The solution

The Kelly team created a consistent, documented training process for its 70 temporary employees. The group designated trainers, customized the curriculum, and documented all training activities.

During the past five years, the customer has realized numerous benefits from the program. In fact, the company was so pleased with the outcome, that it asked Kelly to train its 100 full-time warehouse employees as well.

The result

Thanks to Kelly's training program, the customer has benefited from consistent, documented training as well as a decrease in errors and an increase in productivity.

In addition, the program has reduced the time required for training from two weeks to five days. And, it has saved the customer more than \$75,000 over three years.

To discover how Kelly Services can help you meet your business goals, call your local Kelly branch or visit kellyservices.com today.

Results at a Glance

CHALLENGE

- Reduce employee turnover
- Implement consistent training program

SOLUTION

- Redesign training program
- Assume management of program for temporary and full-time employees

RESULT

- Decreased turnover
- Cost savings of \$75,000 over three years