

CASE STUDY

LOGISTICS/SHIPPING COMPANY FINISHES CRITICAL PROJECT ON TIME, RETAINING IMPORTANT CLIENT

SITUATION

Summary

A large shipping/logistics company was not getting talent orders filled on time. Talent recruited also was sub-par. Our prospect was worried it would lose a critical client if it didn't complete an important project on time. In addition, talent from its current provider also often had language barriers, leading to communication issues within the facility.

Hire Dynamics' Solution

We presented the prospect with a competitive wages report as well as background-check best practices. In addition, we discovered that the company's staffing requirements are project-based. We then created a custom recruiting plan, which the prospect accepted, asking us to provide it with talent.

As its staffing provider

- We visited the client and learned each project's steps to understand the client's talent needs better.

- The client had strict deadlines, so we emphasized the importance of on-time arrival and producing quality work during the in-person interview process.
- We implemented strict attendance policies, including a zero-tolerance policy to no-shows, late arrivals, and early departures.
- We contacted talent each evening to remind them of these policies.
- Understanding how strict our policies were, we immediately began offering daily attendance incentives: each team member was given a raffle ticket for a weekly gift card drawing at the end of the day.

OUTCOME

Our client was able to finish its own client's project on time, happily retaining it as a customer. Our client also embraced the attendance incentive program and has decided to fund it for future projects.

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