

manufacturing leader enhances quality of candidates and diversity hiring model with RPO.

With disparate procedures, multiple divisions across North America and a relatively small HR staff, a global manufacturing company recognized the need for professional expertise to standardize and centralize its recruiting processes. This industry leader partnered with Randstad Sourceright to implement a [recruitment process outsourcing](#) (RPO) model that has delivered — and continues to deliver — outstanding talent acquisition results, enhancing compliance initiatives and improving the quality of candidates.



satisfaction scores
average 4.1 out of 5

time to fill
slashed

55% of submittals
result in interviews

the success.

Randstad Sourceright's RPO team helped the client move from decentralized and inconsistent hiring processes to a standardized and positive experience for candidates and hiring managers. The manufacturing company views the RPO team as its trusted partner and consultant in recruiting excellence. Candidates and hiring managers consistently give the program high ratings, averaging 4.1 out of 5.

With an average decrease of more than 10 days year over year, time to fill for all positions within the company has steadily dropped from 90 to 54 days during the company's partnership with Randstad Sourceright.

With support from one of Randstad Sourceright's specialized recruitment centers, recruiters are sourcing and identifying high-quality candidates for the right positions at the right time.

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“With different recruiting processes across our divisions, we couldn’t be sure we had access and were hiring the most suitable candidates available. This uncertainty also created potential areas of risk. RPO centralized and transformed recruiting to help us reach quality candidates faster, and Randstad Sourceright delivered the innovation we were seeking to align strategy with the business’ goals.”

senior manager, regional recruitment
North America

the situation.

Founded nearly a century ago, this global manufacturing leader prides itself on its innovation in lifting and materials handling solutions for a variety of industries, including infrastructure, mining, construction, shipping, transportation and quarrying. Recruiting for manufacturing and design engineers, operations directors, production managers, senior accountants, sales managers and crane service technicians, the manufacturer faced challenges in finding and engaging the highly specialized talent it needed.

Previously, this industry leader managed disparate talent acquisition procedures across multiple divisions in North America and was seeking a way to centralize and standardize talent acquisition to improve visibility and better align with business goals. The organization’s talent leaders also hoped to improve the candidate and hiring manager experiences, especially as hiring managers were not confident they were getting the right candidates in a competitive talent market.

As a government contractor, staying within budget and maintaining compliance with onboarding regulations were also critical considerations. As a result, in 2012 this materials handling leader turned to Randstad Sourceright to develop an innovative and comprehensive talent acquisition model, delivered through RPO, which now includes support from a Randstad recruitment center in Hyderabad, India.

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the solution.

To fill an average of 500 positions annually, Randstad Sourceright customized and implemented an end-to-end RPO solution for the global manufacturing company that delivered a phased approach to roll out. The dynamic program includes a heavy emphasis on sourcing and managing pre-employment processes, onboarding compliance, [talent analytics](#) and HR technology to streamline and automate tasks.

As part of the phased roll out, and to help with change management organization-wide, Randstad Sourceright led individual information sessions with each division to ensure alignment and define the right strategies to achieve company goals. As a result, business leaders and hiring managers see the Randstad Sourceright team as partners in recruiting and true talent advisors. With the flexibility to adjust to changing business needs, the RPO solution has standardized processes across North America, cutting cost per hire in half, while enhancing the talent experience.

The use of Randstad Sourceright's specialized recruitment centers reduces administrative burdens on the recruiting team, who can now focus on value-add interactions with candidates and hiring managers. Leveraging a shared services model, expert sourcers in Hyderabad create a shortlist of right-fit individuals for each position, improving the quality of candidates submitted to hiring managers and drastically reducing average time to fill from 90 to just 54 days. With an eye on local regulations, the recruitment center also manages onboarding processes to help the employer achieve its compliance goals.

Replicating initial RPO program success, in 2015, the partnership expanded to support talent acquisition in the U.K. and Northern Ireland. In North America, Randstad Sourceright continues to deliver recruiting innovation, providing [HR technology](#) expertise and diversity hiring support.

Technologies — including Montage video interviewing, ZenDesk for interview request tracking and gr8 People for candidate relationship management (CRM) — allow the employer to automate tasks while delivering a personalized and memorable experience for candidates. Providing support for [diversity](#) and veteran fellowship programs, Randstad Sourceright also connects the manufacturing leader with the [veteran community](#) and develops strategies for attracting female engineers to the organization.

Looking ahead, Randstad Sourceright and the manufacturing leader are establishing a university recruiting program to focus on early talent development and to build a robust candidate pipeline for the future.