



# Workforce efficiencies clear \$52MM backlog for global manufacturer.



## **Challenge: underperforming by 40% results in expensive overtime, attrition.**

Understaffed and unable to expand its workforce due to pandemic restrictions, a global manufacturer of eyecare products was consistently missing its daily 15,000-unit shipping target. Aiming to make up the 40% shortage, the company relied heavily on expensive overtime. Worker burnout and attrition soon followed. Without on-site management trained in process optimization, they turned to a partner that could provide a custom end-to-end solution.

## **Solution: custom workforce structure provides line-of-sight to operational efficiencies .**

As a trusted and established partner, Kelly® evaluated the situation and delivered a custom solution that maximized process efficiencies, reduced overtime, and improved morale.

First, Kelly increased headcount for pick/pack and ship associates by nearly 24% percent to ensure the right people were in place at every point of the workflow. Next, on-site training was implemented—targeting critical deficiencies in safety, and quipping workers with end-to-end processes and clear objectives.

Finally, underperforming management was replaced by a seasoned team of on-site Kelly leaders, prepared to increase success and boost morale.

## **Results: daily shipping targets met within one month.**

Within one month, workers began meeting the daily 15,000-unit shipping target—and set a daily record of 17,000 units within three months. Overtime has been reduced through ongoing process training and greater accountability for each employee's productivity targets.

By working on-site, Kelly has greater visibility into day-to-day activities and can quickly adjust processes to keep operations running smoothly. In addition, managers work closely with employees and adjust schedules to meet their needs, resulting in improved morale and employee retention.

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## **Company/Industry**

A global manufacturer of eye health products.

## **Challenge**

Consistently missing daily shipping targets, with an overworked and frustrated workforce.

## **Solution**

A strategic workforce solution from Kelly nearly doubled the client's daily shipping output, while creating a happier workforce.

## **Result**

Shipping goals exceeded—while increasing safety training, improving efficiencies, and greatly reducing overtime along the way.