

A Premium Auto Manufacturer

Challenge

When your brand and your price say “premium,” your customers expect exceptional service. One German premium car manufacturer delivers fast repair and maintenance services by locating its parts distribution centers across the U.S. The distribution warehouses make more than 24,000 parts available to the nearby dealerships. Third party logistics providers (3PLs) manage all warehouse operations, including staffing with their own personnel at most of the manufacturer’s regional distribution centers.

When the auto maker began plans for its sixth U.S. distribution center, it wanted to pilot a new operating model designed to save costs and give the auto maker more control over its facility. With the exception of the operation manager and facility manager, the entire warehouse workforce would be outsourced directly to a staffing provider.



Manpower®

11.1%
is the expected
job growth in
transportation
and warehousing
through 2016.

Bureau of Labor Statistics

*A Premium Auto
Manufacturer*

Location: Illinois

*Industry: Transportation,
Warehouse and Logistics*

Solution

Manpower implemented an end-to-end staffing program managed by an on site manager and five Manpower supervisors on site at the facility. Approximately 60 Manpower associates staff three shifts in inbound parts receiving, picking and packing for outbound shipments, bin inventory maintenance and quality control, and administrative and maintenance positions. A Manpower associate also serves as a customer service representative to parts managers at the 80 car dealerships in the region. The warehouse operated by Manpower associates ships between 3,000 and 8,000 parts each day.

To find warehouse candidates with the skills and abilities to meet key performance indicators in the facility, Manpower developed a targeted recruiting program that includes:

- a behavioral interview specific to the client’s environment,
- an interview by the lead Manpower on site manager,
- assessments to evaluate attention to detail and ability to work quickly, and
- thorough background checks and drug screening.

A referral bonus program helps Manpower maintain a steady stream of candidates; Manpower’s benefits program helps to reduce associate turnover.

Manpower’s on site team is comprised of a human resources manager, a quality supervisor and four warehouse supervisors. They work closely with the auto manufacturer’s two employees to manage the warehouse workforce and related human resources responsibilities. The on site team also runs an awards program that recognizes top-performing associates.

Training contributes to productivity on the job and the success of the partnership. Manpower's

- On site trainer leads new associates through a floor training program developed jointly with the auto manufacturer
- Supervisors participate in training sessions at the company's other U.S. distribution centers
- Supervisors train associates on their team in Powered Industrial Truck operation

Manpower associates who have volunteered to be First Responders are also trained in CPR and AED (Defibrillator) operation.

Results

The performance metrics reveal the warehouse is on target:

- Met and exceeded the error rate
- Meeting and exceeding the lines per hour productivity rate
- The first wall-to-wall inventory check was well below the standard
- Safety metrics are exceeding goal

The facility is the auto maker's most cost effective distribution center in the U.S., and the partnership meets the company's objectives for greater control and greater responsiveness to its customers' needs. The warehouse is now showcased as a training facility for the rest of the German company.

Companies in transportation, warehousing and logistics rely on Manpower's staffing solutions to achieve greater business agility. Our offices are continually recruiting and assessing candidates nationwide to maintain a pool of qualified talent ready to work for you. With our battery of industry-specific assessments, we select the candidates you need for your work and work environment. You gain cost control and a team of associates ready to boost your company's productivity from day one.

Drive productivity and staffing cost control, with Manpower.
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