



# lean staffing improves attendance and production for a logistics facility.

## challenge

Our client, a global logistics company, was suffering from consistently low employee attendance, particularly on certain days of the week. These attendance woes were not only forcing the client to miss deadlines but also generating increased costs associated with overtime. Unable to address the problem internally, the client turned to Randstad to deliver results.

## solution

Dialing in on problem areas and shifts, Randstad Inhouse Services designed a customized absentee pool program — training on-demand talent to replace absent workers, introducing more flexible scheduling and creating goal-based financial incentives for employees. After a successful implementation, the team from Randstad Inhouse Services has continued to monitor and adjust the size of the on-demand talent pool to reflect the needs of the client.

## outcome

Historically, the client's weekly attendance consistently averaged below 95 percent — at one point even dipping below 93 percent during the previous fiscal year. However, with Randstad's solution in place:

- Attendance surged from 92 percent at the start of the engagement to 98 percent following implementation — and this quarter, attendance is forecast to hit 100 percent, driving 50 percent employee participation in the first six weeks, and sustaining more than 70 percent employee participation from the 12-month mark onward.
- The client captured cost savings of \$18,000 USD in avoided overtime during the first quarter of that year alone.

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