

A Cell Phone Logistics Company

Challenge

With the prevalence of mobile communications technology, cell phone repair is big business. More than 18 million cell phones pass through one cell phone logistics company each year on their way to repair, refurbishment or recycling. Employees work around the clock, triaging phones arriving by overnight delivery, repairing phones, and shipping them back to customers. The logistics company wanted to expand its workforce, but faced recruiting challenges and high turnover.

Solution

Manpower designed an end-to-end staffing program focused on recruiting and preparing qualified associates for the highly detailed work. Manpower's on site team runs the program, interfacing with facility supervisors and managing 250 to 300 Manpower associates over three shifts, seven days a week.

Manpower is constantly building the pool of ready-to-work associates for the logistics company through targeted recruiting and screening. The on site team prepares associates for their assignment with a customized orientation on the unique logistics operation environment. To develop job-specific knowledge, associates complete the company's comprehensive training classes. They also participate in the facility's safety program, and company-sponsored employee events. Ongoing support from Manpower's on site team helps associates to achieve the highest job level possible and to position themselves for permanent hire.

Results

With turnover reduced from 36% to 10%, the logistics management company has a dependable source of both temporary associates and permanent job candidates well-suited for its work. Every 60 days, it hires 30 to 40 Manpower associates into permanent positions. Manpower and its client have expanded their successful partnership to outreach events that support the local community and build the company's positive reputation.

Across the nation, Manpower is helping logistics and warehouse companies maintain their productivity. Our targeted recruiting approach, customized onboarding and client site management translate into highly qualified associates and less turnover for our clients. We partner to provide both workforce flexibility and workforce expansion, whenever it's needed.

Solve your recruiting and retention challenges, with Manpower.

us.manpower.com



Manpower®

52%
of employers
think the use
of contingent
labor will increase
during the next
two years.

Aberdeen Group

*A Cell Phone
Logistics Company
Location: Fort Worth, TX
Industry: Logistics for
Telecommunications*