

BPO CASE STUDY: Household Products Manufacturer & Marketer



The Challenges

- ❶ Client had multiple staffing or contingent labor services
- ❶ Day-to-day functions were managed through a Contract “Liason”
- ❶ The training processes were inconsistent, there was no career path development, and high turnover
- ❶ Goals, spend, and data was not transparent, not available to the client

The Action Plan: Implement a BPO Single Supplier

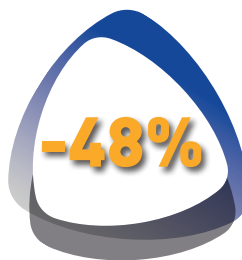
- 🏭 All talent are Advantage xPO employees; training and validation program to ensure compliance
- 🏭 On-site team consisting of Site Manager, HR, and Process/Training Specialist
- 🏭 KPI Metrics were established to manage day to day operations to align with company SLAs
- 🏭 Metrics & rates are tracked and recorded to improve goals, and continuous improvement strategies

The Results

- ✓ KPI metrics and rates are tracked and recorded to be more available and transparent to client
- ✓ Exceeded output threshold (per hour); exceeded client expectations
- ✓ Consolidated and defined talent leadership job responsibilities and implemented talent leadership training protocols
- ✓ Streamlined hiring process and provided a visual demonstration of job requirements; orientation and great hiring process experience increased retention



Time to fill reduced to
3 weeks



Reduction in turnover



Quality incidents