

# Agricultural Client Reaps Improvements in Profitability



## North America

### Business Issue

A large agricultural client was using a field labor contractor to staff their packing facility. The client was experiencing a variety of problems: poor productivity, unreliability and constant turnover. This led to significant costs in time and money to continuously train new associates.

The labor contractor would not let workers directly communicate with the client's supervisors; nor would the contractor allow the client to supervise, schedule, or dispatch the workers. This meant the client never knew how many workers the labor contractor had on-site at any given time. In addition, the contractor counted heads and used one single paper time card for up to 200 workers. This disorganized system was the basis of billing for all hours worked.

### Solution

Manpower stepped in, learned about the client's needs and opportunities, and won the business. Within six weeks, over 150 associates, most Spanish speaking, were recruited, assessed, screened and onboarded. Then, to improve productivity and engagement Manpower:

- Implemented a training program for the on-site lead and the clients' supervisors.
- Cross-trained associates on multiple positions within the facility.
- Installed a time keeping system in the facility and issued all associates personalized cards to clock in and out.

### Results

Since assuming hiring responsibilities and implementing the above workforce changes, the client has seen a dramatic change.

- The turnover rate has dropped more than 30%.
- Overtime costs have dropped by roughly 60% within five months, saving the client nearly \$16,000 per month.
- Overall labor efficiencies have cut the client's per unit cost by 70% year over year.
- Productivity is up. The team of Manpower associates is packing over 350 bins of fruit per eight-hour shift, up from a "pre-Manpower" maximum of 250 bins per eight-hour shift.

Manpower found high quality associates and established supporting systems that enable those associates to do their best work. The result is a very satisfied client and a true partnership with Manpower.

