

ERNI Electronics Success Story

Remedy Solves ERNI's "Healthy Turnover" Challenge

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Company Profile:

ERNI Electronics is a leading global manufacturer and worldwide supplier of a broad line of interconnect products for the telecommunications, data communications, computer, industrial, and medical markets.

With manufacturing and sales operations in Europe, North America, and Asia, as well as sales offices in 40 countries, a demanding environment and frequent staffing turnover posed substantial challenges in terms of productivity and efficiency.

Background:

ERNI had not been happy with the levels of service provided by

the temporary staffing companies they'd tried. They had been unable to meet their required volume, and a high percentage of the workers that were sent to them were unacceptable.

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Challenge:

When ERNI was suddenly faced with an immediate demand for seventy five manual assembly workers they became desperate to find "bodies."

Solution:

ERNI brought in Remedy Intelligent Staffing, known for a broad knowledge and experience in their industry.

- Remedy's first step was to employ an extensive and systematic "Client Needs Assessment" process to define ERNI's focus, performance goals, and resource requirements.
- They then developed a proactive and customized plan for targeting and recruiting the work force appropriate to ERNI.
- Remedy determined the best solution to ERNI's staffing problems would be to utilize their exclusive employee selection system, Human Performance Technology, or HPT®. With HPT, Remedy tested the "Will-Do" attitudes of a sampling of ERNI's best workers in order to benchmark their top performers. These tests measure attitude, perseverance, work ethic, and behavioral traits such as initiative, teamwork, dependability, flexibility, and the ability to learn.

- They then measured new applicants against the validated success profiles.
- Finally, Remedy provided the new associates with a workplace orientation to prepare them for ERNI's unique culture and environment before they showed up for work.

Results:

"Remedy's performance was stellar. They delivered a high caliber of people, and, by using HPT, we have been able to match the qualities of our workers with suitable positions within the company," commented Perkins.

Remedy Intelligent Staffing has been the sole staffing supplier for ERNI Components for nine years. Because of the recruiting partnership they formed with Remedy, worker placement and positioning has been so successful that nearly half of all the full-time assemblers now at ERNI are from Remedy.