

# Kraft Food's Success Story

## Remedy Intelligent Staffing Helps Kraft Food's Manage Their "Production Line With a Twist "

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Although they don't consider themselves a manufacturing center, Kraft Foods' distribution center does have an assembly line. But it's a production line with a twist. Opened 1998, in Groveport, Ohio, an unusual process is a major element of their operation. Rather than assemble products, they take them apart. The purpose is to create display modules of the ingredients in finished products and place them on tray packs for demonstration in store aisles. Kraft's full-time employees work the front end of the line, loading finished goods into the work area, and then a separate work force of temporary associates covers a "dis" assembly line.

### **Tracking Costs for an "on the move" workforce**

Kraft's primary goal when they opened the center was to bring order to the chaos of managing their cost centers. They needed

to move associates from one division to another, often several times a day, and keep track of costs at the same time. Billing the appropriate division for the costs of a contingent work force that is constantly "on-the-move" became Kraft's first major challenge.

### **Swipe Cards Provide the Solution**

In their search for a time and attendance solution, they discovered Remedy Intelligent Staffing's Exclusive Employee Data Gathering and Evaluation (EDGE2®) program. By using a swipe card, associates can now move freely from one division to another and EDGE2 tracks job numbers, sending the information to a central computer. Reports, designed by Remedy specifically for Kraft, now provide the information they need to accurately bill the appropriate divisions.

### **Trained Temporary Workers Needed**

Initially, Kraft tried to meet their staffing requirements by using multiple staffing sources. They needed a single source to fill the temporary positions with already trained workers, and with "little-to-no" notice. But they were constantly plagued by the down time necessary to train the constant influx of new workers.

### **Remedy Delivers**

They turned to Remedy, having become acquainted with the programs and services Remedy offers while incorporating EDGE2. In addition to their strong knowledge of the industry, Remedy utilized information gained from their standard "Client Needs Assessment" process to target and recruit high quality associates so successfully that they've been Kraft's sole temporary staffing source for nearly 3 years.

### **Streamlined Operation Meet Goals**

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Kraft has also taken advantage of the Remedy's On-Site Management Program to efficiently manage their contingent assembly line. Their on-site manager operates much like a full-time staff manager, and has a complete knowledge of Kraft's focus, performance goals, and resource requirements. In addition to successfully accommodating the "peaks and valleys" of assembly production by staffing and bringing back the same quality workers, the manager fully utilizes the data provided by EDGE2, and is communication link for training and new policy updating of Kraft's temporary work force.