

## **Managed Staffing – Chemical Company**

### *Business Challenge / Project*

In 2002, a large chemical company (the “Customer”) was using over 66 subcontractors to provide its 18 U.S. facilities with over 300 technical and administrative personnel. Corporate management decided to consolidate their outsourcing pool to a single vendor who would manage their entire staff augmentation program. The three-year contract was awarded to CDI-Process & Industrial in July 2002.

Targeted objectives identified by the Customer included:

- Achievement of market wage rates
- Achievement of lower operating costs
- Maintenance of consistent training and screening processes
- Successful transition of current personnel
- Management of the staff augmentation personnel via an automated process and procedures
- Communication Plan to facilitate transition and maintain ongoing relationship
- Improved quality and safety processes

### *CDI Business Solution*

CDI-Process & Industrial implemented the Vendor Managed Program (VMP), with the transition staged over several months and administered in nine phases so as to accommodate the Customer’s business schedules. Each phase was completed in less than 12 weeks, ensuring a smooth rollover.

### *Outcome / Benefits*

CDI-Process & Industrial achieved a 94% retention rate for over 300 employees and feedback indicates that we have either met or exceeded the expectations in all areas.

Working closely with the Customer, CDI-Process & Industrial has standardized their job classifications and associated wage rates, making it easier for the entire company to manage their contingent workforce and lower their operating costs. We also implemented two other cost reduction tools: (1) Recruiting and Placement Informational Database (RAPID), and (2) LiquidMedium, a Web-based human capital management system. Used in conjunction, these tools offer a completely automated recruiting, screening, timekeeping and invoicing workflow process.

Additionally, as a result of our success with the VMP, we are providing the Customer with ongoing, in-house support for their small projects on an as-needed basis.

For more information, please contact:

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