

Client Testimonial

Project

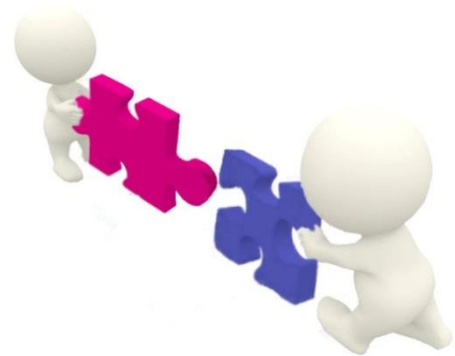
The Best Connection (TBC) set up an onsite office at DHL Healthcare covering their multi-site complex at Banbury, to provide additional value to the current service. TBC provided a full time onsite consultant, to manage the temporary workers alongside the DHL operational team.

TBC's specialist Managed Services Division project managed the implementation, recruitment and training of the onsite consultant, while setting up an onsite office according to agreed criteria from DHL.

Key Results

DHL agreed that the project had 'Exceeded Expectations' or provided a 'Significant Improvement' in the following:

- ✔ *Communication between TBC and DHL*
- ✔ *Productivity and accuracy*
- ✔ *Reduction in DHL time resolving issues*
- ✔ *Reduction in first week leavers*
- ✔ *Freeing up valuable DHL management time previously spent in sourcing temporary workers*
- ✔ *Time saving by transfer of tasks to TBC's onsite consultant*
- ✔ *Retention of temporary workers*
- ✔ *Attendance & timekeeping of the temporary workforce*



"When the process was first introduced, I thought it would not work. I must admit I got this wrong. The time that I have saved proved to be beneficial allowing me more time to concentrate on my other duties."

Anthony Potter, Operations Manager

DHL Cherwell Site 2

"The site management has freed my time up to be more operational. The Best Connection have made a difference in relation to agency pick rate, more consistent return of performance conversations and return to works, all of which we did not receive on a regular basis prior to the onsite management."

Ian Hill, Shift Manager

"The Best Connection has made a significant contribution with the onsite implementation. Communication has improved between both parties, which in turn has allowed the DHL ops team to work on internal shift matters. The Best Connection has also assisted with Kronos project and KPI set up. I would highly recommend The Best Connection for future onsite project set up programmes."

Kashmir Singh, Contract Operations Manager

DHL Life Sciences UK Site 1