

New fast-response teams in Operations

New Operations teams are in place at Corby and Nuneaton following the appointment of The Best Connection (TBC) agency as the new flexible workforce provider for RS.

Operations needs to respond quickly to customer demands and works with an agency to recruit a flexible and cost-effective workforce alongside existing permanent colleagues.

A cross-functional team from Corby, Nuneaton, Procurement, HR and Finance awarded a two-year contract to TBC after scoring potential providers on engagement, innovation and cultural fit with RS. Cost was a relatively

minor part of the balanced scorecard selection process, but value for money was considered very important, and the fresh approach identified companies that could properly engage, motivate and look after their people.

Chris Davey, Head of Operations, Global Electronics, said he is delighted with the performance of TBC and hopes to see many of the agency's people become RS employees in the future.

"The tender exercise was a great example of how making a conscious effort to follow RS principles and behaviours can lead to a tangible business improvement," he said.

"TBC's far more hands-on approach has also led to significant reductions in absence and higher productivity, with the new team playing an important part in some areas of Operations achieving record productivity levels."