

Client Testimonial

Project

The Best Connection was invited to transfer in excess of 100 agency workers and set up an onsite office at Waitrose RDC in Preston. The Best Connection's Managed Services Division seconded a Project Coordinator to implement the project. Two onsite consultants were recruited and trained to manage the agency workforce in line with benchmarks agreed with Waitrose.

Key duties agreed with Waitrose were:

- Supply up to 100 warehouse operatives per day
- Supply up to 65 class 1 drivers per day
- Manage the industrial temporary labour ensuring productivity and accuracy targets were achieved
- Manage driving compliance with regards to the working time directive.

Key Results

Waitrose agreed that there had been an improvement in the following areas:

- Improved productivity
- Better quality of temps through The Best Connection's understanding of the job roles
- Time saving in transferring of admin tasks to The Best Connection team
- Better retention of temporary workers by reducing first week leavers
- Improved induction process
- Improved attendance and time keeping

Waitrose agreed the project had provided a significant improvement in:

- Communication between The Best Connection and Waitrose
- KPI production and monitoring

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"With the increase of shop floor presence and the feedback on performance this has led to a morale boost within the main departments and with the new systems in place it has saved the warehouse department over 10 hours a week in administration and management. Moving forward it would be more beneficial for Waitrose if The Best Connection had more involvement with Transport Department and the agency drivers.

The Best Connection has agreed and implemented Key Performance Indicators and they achieve these the majority of the time. The Implementation Team and the Waitrose Management Team have worked well together in the transition of the changes made.

The implementation of the contract and the resources that The Best Connection has put in place has benefited Waitrose and improved the partnership between the two companies. With the service we have received so far I would have no hesitation in recommending The Best Connection to any other company seeking a flexible workforce."

Julie Thornhill - Acting General Manager