



Maintaining a seasonal workforce

discovering efficiencies

KellyOCG® helps an agricultural laboratory focus on strategic initiatives by assuming responsibility for management of the seasonal workforce.

THE COMPANY

A major agricultural cooperative's laboratory division that conducts analyses of feed ingredients, soil, manure, water, and plant tissues.

THE CHALLENGE

The lab utilized temporary talent during seasonal peaks. But with high turnover, the excessive time and costs spent on hiring and training were hindering strategic operations.

THE SOLUTION

KellyOCG implemented a new temporary talent model, took over management of the seasonal workforce, and filled key permanent leadership roles.

THE RESULT

With a more effective seasonal workforce in place, the lab experienced a significant reduction in cost and turnover, and the client's permanent team was able to focus on strategic activities.

During peak season, an agricultural laboratory division was struggling to manage its highly disparate workforce. Due to the seasonal workload increase, time spent sourcing and training temporary talent for the seasonal workforce prevented permanent staff from being able to concentrate on critical and strategic initiatives. Additionally, with excessive turnover of staff, hiring and training costs took a major toll on the company's bottom line.

KellyOCG stepped in to provide strategic guidance and establish a more effective temporary workforce model. At the time, the lab was juggling working with multiple vendors to fill its seasonal staffing needs. To streamline this process, our team took over the management of the entire seasonal workforce—including hiring, counseling, scheduling, and performance management. Our team also delivered a CORE full-time leadership team comprised of laboratory, information systems, and other specialized talent positions.

From an operational standpoint, we discovered new efficiencies and established standardized processes and Standard Operating Procedures (SOPs) across the entire organization. By eliminating downtime between shifts and introducing an overlap of 30 minutes between shifts, the new processes allowed the lab to enhance efficiency and reduce the need for overtime. Through the introduction of Six Sigma techniques, KellyOCG also mitigated costly re-run projects and redundancies.

Since implementing the solution more than three years ago, KellyOCG has allowed the company to experience significant cost savings. With our CORE BPS group fostering professional development and delivering industry-leading best practices, retention of leadership and seasonal talent has improved. This enhanced retention has resulted in reduced training time and a greater ability to quickly scale during peak seasons. With less time spent training NEW talent, the permanent workforce is able to conduct technical activities, review data, and focus on other strategic tasks and priorities. As the laboratory's needs continue to change over time, KellyOCG supports the organization in appropriately adapting and evolving its workforce model.

OUR VALUE

**GREATER
RETENTION
OF TEMPORARY &
PERMANENT TALENT**

**ENHANCED
OPERATIONS &
STANDARDIZATION**

**SIGNIFICANT
TIME & COST
SAVINGS**

About KellyOCG

KellyOCG® is the Outsourcing and Consulting Group of workforce solutions provider Kelly Services, Inc. KellyOCG is a global leader in innovative talent management solutions. Visit kellyocg.com to learn more.