



pegatron traineeship case study.

Pegatron Australia is a global electronics manufacturing company renowned for its expertise in the fields of computing, communications and consumer electronics.

Randstad began its partnership with Pegatron at the beginning of 2018. Since then, Randstad has been creating tailored solutions to meet Pegatron's unique needs and workforce requirements.

During a quarterly business review in October 2021, Pegatron outlined its strategic objectives for implementing cost-saving programs that would foster a more efficient work environment, leading to faster time-to-productivity and reduced overtime, absenteeism and employee turnover.

To support Pegatron with this key business performance goal, Randstad identified that a specific area of focus would be to improve the retention and engagement of Pegatron's contingent labour workforce.



partner for talent.

Employee retention and training are vital for long-term success. Randstad proposed its Traineeship Program as the ideal talent solution to support Pegatron. By fostering skilled and engaged employees, our aim was to develop a more sustainable and thriving workplace that would benefit both the organisation and its valued employees.

solution

Randstad presented a customised workforce development solution specifically designed for Pegatron's requirements. Focusing on upskilling and retaining talent, our proposal aimed to equip employees with the right skill set to excel in their roles, which, in turn, enhanced the performance and productivity of Pegatron's workforce.

Through strategically investing in the professional growth of employees, we strived to establish a sustainable and competitive edge for Pegatron within the market.

Leveraging our relationships with Registered Training Organisations, Randstad was confident it had the capability to ensure success with Pegatron's first venture into traineeships.

Our first step was selecting a quality training provider to deliver accredited workplace training and assessment. In partnership with LMA (Think Perform), Randstad collaborated with Pegatron's leadership team to put its strategy into action. Our National Training Manager, responsible for overseeing all aspects of program administration and delivery, provided further support.

Randstad performed a comprehensive skills gap analysis to identify the key competencies required to meet Pegatron's business goals more effectively. The insights gathered from this analysis played a pivotal role in shaping the training program, ensuring it addressed the specific skills and knowledge gaps within the existing workforce.

Following this, we engaged key stakeholders, including supervisors, employees and the trainer, to gather their input, expectations and feedback.

This ensured a collaborative approach and a program that resonated with all parties involved.

The primary objectives of the Traineeship Program centred around optimising workflows and adopting lean manufacturing principles, creating a bespoke talent training solution tailored to the intricate manufacturing operations of the company.

By undertaking these activities, we effectively tackled the identified challenges, resulting in the development of a successful training program that aligned well with the organisation's objectives and needs of its workforce.

challenges

In the course of implementing the Traineeship Program, we encountered several challenges that demanded adaptability and creative problem-solving.

One of the pivotal hurdles was catering to a diverse workforce, consisting of morning, afternoon and night shift workers. Effectively coordinating training time also presented challenges because of operational KPIs.

To address this, we devised a flexible training schedule for inbound delivery days and strategically partnered with a Registered Training Organisation that provided 24/7 training support, ensuring minimal operational disruptions and absenteeism.

Randstad introduced the Traineeship Program as a retention and engagement strategy to upskill Pegatron's existing workforce, offering a valuable solution to mitigate employee turnover. However, securing buy-in from supervisors, who were not the primary decision-makers for program implementation, presented a unique obstacle. We overcame this by engaging in leadership discussions about skill shortages, communicating the program's benefits and emphasising its positive impact on team performance.

Participant engagement was crucial to the program's success. We achieved buy-in from trainees by offering an enhanced employment package, including full-time positions, traineeship bonus payments and the opportunity to attain a Certificate III in Process Manufacturing. This not only motivated employees, but also strengthened their commitment to both the program and their roles.

Our adaptable approach, emphasis on engagement and addressing key challenges head-on, resulted in a successful Traineeship Program that not only benefited Pegatron's employees, but also strengthened the organisation's long-term prospects.

result

In June 2022, we successfully launched a second Traineeship Program, welcoming 12 new participants. Following the initial implementation, we conducted participant reviews to assess the overall impact of this initiative. These reviews provided valuable insights that guided us in refining and enhancing the program as necessary. Both programs have been instrumental in fostering collaboration across various teams and leveraging diverse skills and expertise. Furthermore, this initiative represents a strategic investment in the company's future, effectively attracting and nurturing emerging talent, while establishing a sustainable pipeline for long-term success and ensuring the workforce remains well-equipped and prepared for the future.

Employees benefited from the program by gaining valuable skills and knowledge while receiving on-the-job experience paired with accredited training. Over the 13-month duration, 27 trainees had the opportunity to complete a Certificate III in Process Manufacturing, actively engaging in waste reduction, process improvement initiatives and various projects aimed at enhancing efficiency and productivity. The assurance of consistent weekly hours, robust support from the training organisation and a flexible approach to learning provided trainees with a sense of stability, mentorship and progressive career growth. All of these factors collectively solidified the program's success.

The workforce gained in-depth knowledge of 5S procedures, conflict resolution and compliance, resulting in improved production efficiency. Additionally, cross-skilling initiatives facilitated role expansion and increased engagement, empowering employees to develop leadership skills in 5S manufacturing. Furthermore, the program optimised workforce productivity through Lean Six Sigma upskilling, leading to a positive impact on employee performance.

As a result of our efforts in cultivating a positive and inclusive environment, boosting job satisfaction and driving organisational culture transformation, we observed a 4% higher retention rate of traineeship employees, increased levels of engagement and a notable improvement in workforce productivity.

The General Manager says, the challenge for us as a high-paced manufacturing company was to find a comprehensive program that allows our production employees to attend training while fulfilling their duties without causing too much impact on the factory's productivity and operational KPIs.

Our recruitment partner, Randstad, was able to offer an onsite traineeship program that is delivered on a monthly basis. This enables us to schedule the training during non-peak time in our production line, allowing more participants to attend at the same time.

One of the highlights that set this traineeship apart was the emphasis on fostering a collaborative and inclusive learning environment.

In conclusion, I am extremely satisfied with the delivery of the traineeship program, tailored to our needs with in-depth support from Randstad and its training partner. I would recommend this traineeship to any company seeking an enriching learning experience for their employees.

James Lin, General Manager