

A woman and a man in blue work shirts are looking at a large set of blueprints on a construction site. The woman is on the left, smiling, and the man is on the right, wearing a red safety harness and gloves. The background is a bright, slightly blurred industrial setting.

randstad inhouse  
services.

your on-site  
business partner for  
contingent workers

# our approach.

Randstad Inhouse Services, a division of global HR leader Randstad, supports clients on-site with high volume resourcing requirements in the vertical markets of Automotive, Engineering, Manufacturing, Pharmaceutical and Contact/Service Centre environments.

We specialise in providing contingent workforce management solutions, aligned to your operational objectives and staffing needs, which can increase the productivity of existing workers, help decrease attrition and generate cost savings.

Working as a strategic partner with our clients, we create a flexible on-site resourcing delivery model to create hiring and workforce management strategies to effectively control costs and drive efficiencies.

We are the only organisation that provides a dedicated account team supported by process managers with Six Sigma Black Belt qualifications to significantly enhance your bottom line. Our process managers are industry experts, eminently qualified to analyse and implement operational efficiencies into your organisation to achieve cost containment goals at no extra cost.



**Renate Deken**  
VP global concept  
inhouse & large  
account delivery

"Randstad Inhouse Services can help our clients achieve cost savings ranging from 2% and 3% of their total workforce spend."

# flexible on-site solutions.

Randstad Inhouse Services does not operate a “one size fits all” approach.

Each of our on-site delivery models are completely designed around your organisation, your culture, vision and operational objectives.

We have created bespoke flexible on-site solutions for contingency labour – ranging from 50 temps to in excess of 2,000 temps, as well as volume permanent hires or a mixture of contingency labour and perm recruitment.

We can support HR operations with on-boarding, induction, shift planning, labour market analysis and trends and any training at no extra cost.



# the account team.

A dedicated account team is responsible for total management of your account on-site. The team consists of a commercial manager, an account specialist and a process manager, supported by a team of subject matter experts within Legal, Compliance, Health and Safety and HR.



# randstad inhouse services.

## what we do.

Working in partnership to deliver labour cost efficiencies a dedicated account team works closely with our clients to really understand their pains. They don't just repair what's broken they look closely at why it broke in the first place and apply innovative solutions to create long lasting change, which will deliver against our client's strategic goals. It is our commitment to drive continuous improvement which has been fundamental to the development of long term working partnerships with clients. By applying Lean Six Sigma methodologies we deliver demonstrable added value results.

## we aim to.

- increase workforce retention / reduce attrition
- reduce absenteeism and lost productivity through effective absence management
- increase worker productivity and satisfaction
- reduce overtime costs
- reduce labour and material waste
- provide labour market data and economic forecasting

## how we do it.

Our process managers conduct detailed analysis on-site within your business. They will meet with all levels of management, training, H&S and HR teams to gain an understanding of your business. This will enable the process manager to recommend relevant actions and activities to drive efficiencies and cost savings. The process manager will carry out job and workstation analysis on all roles and all tasks within the client operation. The aim of the on-site analysis is to identify cost savings and efficiencies within your business; identify solutions for the removal of waste, both product and time, and improve efficiencies in the workforce using skills gap analysis, skills clustering, process improvement, on-boarding and training improvements.

# what we have done\*

- Reduced costs of labour through a shift pattern restructuring programme Randstad Inhouse Services was able to maintain a 24/7 operation whilst minimising premium hours resulting in savings of 10% per worker (£383,000).
- Enhanced operational efficiency identified a critical skills gap which we were able to resolve resulting in an annual cost saving on overtime spend of 9.5% (£219,000).
- We implemented end to end efficiencies to improve talent entering the business which resulted in a reduced “time to train” by 24%.
- Waste management control improved through the design, implementation and management of enhanced training. Randstad Inhouse Services was able to increase the quality of the client’s workforce leading to an 80% reduction in defects and customer concerns (saving £85,000).
- Strategic workforce planning - by using our economic modelling tool (EMSI), Randstad Inhouse Services provide current, complete and unique labour market data for the UK. As a result we can provide market modelling to pre-empt and advise on workforce planning solutions to changing labour market conditions, with 99.9% accuracy 3 years in advance.

\*Examples from Randstad Inhouse Services in the UK



# what our clients say.

“Randstad Inhouse Services created a bespoke recruitment solution which is aligned to our operational and calculated business requirements. Working as a strategic on-site partner, they manage our temporary and permanent resourcing needs across both general and specialist functional roles”

EMEA - HR Director - Global Pharmaceutical business

“The quality of candidates supplied by Randstad were of a much higher quality than we have ever been able to attract ourselves and the whole mass recruitment process was run with professionalism and well within the time frames we set”

HR Manager - Large scale automotive manufacturer

“Randstad completely revised our shift systems resulting in reduced overtime and overmanning saving £1.04 per man hour”

Operations Manager -  
Global Pharmaceutical business

randstad inhouse services.



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