

BPO CASE STUDY: Rubber Tire Manufacturer



The Challenges

- ❶ KPIs were not being met by previous supplier
- ❷ Excessive turnover and abundant open positions
- ❸ High workers' compensation claims further adding to vacant positions

The Action Plan: Implement a BPO Single Supplier

- 🏭 Implemented comprehensive retention strategies designed to recruit and retain qualified staff
- 🏭 Developed a behavior-based safety model to place additional accountability and attention on work processes and behaviors rather than individuals
- 🏭 Implemented hour by hour tracking boards to track production per hour for a 24-hour period
- 🏭 Adding greater transparency in the visual management and documentation of KPIs

The Results

- ✓ Awarded additional business inside the facility because of our track record of meeting and exceeding target rates
- ✓ Gains made within our customer sites, servicing two facilities now
- ✓ Working in facilities that produce car and light truck tires, and also helping manufacture synthetic rubber used for producing tires and cutting-edge technology
- ✓ KPIs targets increased year over year, enabling client to produce more product



Increased in talent tenure



Reduction in workers' comp



Less than 10% of scrap rate