

## Global Logistics Company



Manpower®

We continue to set high standards for ourselves and the candidates sent by Manpower have certainly embodied this commitment to meet and exceed customer demands.

Adjustment Manager

*A Global Transportation and Logistics Company  
Location: Mississauga, ON  
Industry: Logistics and Warehousing*

### Challenge

As one of Canada's largest courier companies, flexibility and responsiveness are the hallmarks of their approach to customer service. With a continuous focus on refining service delivery, checked against standards of quality and internal benchmarks, customer service was crucial to their success. Recently experiencing a large staff turnover and decrease in customer service quality, keeping sufficient workforce levels while maintaining best-in-class customer service became a challenging proposition. A fresh approach to workforce management was needed.

### Solution

Manpower was selected to design a high volume recruitment and staffing program focused on preparing and retaining qualified associates for the customer service and warehouse labour roles. Manpower's team went to work and delivered a solution that managed over 50 Manpower associates over three shifts, seven days a week. Team leaders were sourced to manage the day-to-day responsibilities of each service representative, and experienced warehouse supervisors were brought in to expedite the warehouse operations.

Manpower's effective approach in their staffing resource for customer service and warehouse positions and regular follow-up ensures that all the needs are being met on time, and on budget. Manpower is constantly building the pool of ready-to-work associates for the logistics company through targeted recruiting and screening. Manpower's proactive approach ensures that candidates are available at all times and ready for immediate start when required.

### Results

In working with Manpower, it has helped the company stay competitive and flexible to respond to rapid changes in the economy and within the transportation/logistics sector. Access to benefits and on-line learning tools help the global logistics company retain the talent they need. The benefits added a lot of value as associates felt that they were a part of the team. On-going research, coupled with terrific service, is why Manpower has become a trusted and valued business partner.

Across the nation, Manpower is helping logistics and warehouse companies maintain their productivity. Our targeted recruiting approach, customized onboarding and client site management translate into highly qualified associates and less turnover for our clients. We partner to provide both workforce flexibility and workforce expansion, whenever it's needed.

Solve your recruiting and retention challenges, with Manpower.

[manpower.ca](http://manpower.ca)