



Case Study:

FedEx

Challenge...

FedEx had previously struggled in terms of fulfilment of shifts with increased shortfall in supply during peak periods and a large attrition rate of 40% of candidates leaving their assignment within their first two weeks. Increased number of weekly inductions and training of candidates had proven to be not cost effective for the client as the fill rate on induction was again at 60%.

continued overleaf...

Solution...

Training and development of both account management team through **a structured approach**. Skills testing of new workers to ensure fit for the job and improved induction program e.g. **night workers inducted/registered on nights so could attend the induction for the shift they want**. Train the trainer – ALS recruited own trainer allowing for 30 further inductions per week. 12 week upskilling program with weekly appraisal for each worker and buddy system with experienced workers. Xmas peak is planned in July with increased inductions from September through to November and **all workers upskilled for key dates such as black Friday**.

Outcome...

Over the last two years within the ALS managed hubs, **the Induction pass rate has increased by 34% to 94%** of inductions undertaken leading to a successful candidate placement. Through the appraisal and upskilling of ALS workers from 'warehouse floor' roles into supervisory and training roles, **the rate of attrition for candidates to less than 3%. Shift fulfilment over and above KPI requirement of 98%**

During peak from October 2021 – December 2021 "ALS delivered an outstanding level of achievement with over 140,000 being processed per day. Prior to ALS coming onboard, this would not have been achievable."

(Steve Tonks, Operations Manager – FedEx Hubs – February 2021)

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