

# MEDICAL DEVICE MANUFACTURER REDUCES TURNOVER WITH ONSITE STAFFING MODEL

## CLIENT

A global medical equipment and supplies company based in the Midwest was looking for a new staffing partner. They were looking for qualified candidates to support their cleanroom and medical device assembly operation.

## CHALLENGE

The company's operations were being managed by another staffing partner with a branch location model. The client was frustrated with the poor quality of candidates, lack of follow-up, and low retention rate they were being provided. They sought out Staff Management | SMX because they wanted a partner who could provide them with an onsite management solution.

“Throughout our partnership with SMX over the last six years, we have appreciated their transparent and collaborative support. They have partnered closely with us and provided valuable insight and guidance into the local talent market and how we can work together to meet our hiring needs.”

–Vice President of Human Resources

## RESULTS

The Staff Management onsite team wanted to quickly address the turnover problem and volatile demand in fill rates and needs that the client was facing with its incumbent partner. The team created an outreach program to find qualified candidates to work cleanroom assembly and medical device assembly.

Staff Management created a comprehensive orientation and training program for new hires to reduce turnover. Our team ensured that new hires were compliant with the demands and specifications of medical assembly, including cleanroom, drug handling/safety, manufacturing good practices, and safety protocols. With a Staff Management team on site there was regular communication with the client ensuring a seamless operation where issues could be addressed in real time.

Because of Staff Management's rigorous training program, associate benefits and rewards initiatives, and dedication to hiring quality candidates, we reduced their turnover by 36% from their previous staffing partner. Through our partnership with the client, we successfully hired 6,355 qualified candidates. 1,044 of those associates went on to be full-time employees with the company.



Hired **6,355**  
qualified candidates



Reduced turnover by **36%**