



# Flexible scheduling model helps manufacturer improve productivity and workforce agility

## Client

A large sports equipment manufacturing company with seasonal demand peaks and complex production scheduling challenges.

## Challenge

The client had been a long-term staffing partner, but continued to face persistent workforce planning issues. Demand frequently fluctuated with little notice, creating reactive hiring cycles and gaps in coverage. Overall, they were struggling with frequent volatility and rapid business fluctuations kept the client in a reactive staffing cycle and overstaffed during periods of low demand or understaffed when unpredictable surges occurred.

These issues lead to:

- Inconsistent scheduling that changed frequently, sometimes without advance notice
- Difficulty filling short-term or partial shifts
- Strain on productivity when roles went unfilled
- Limited flexibility within a traditional staffing model

The client needed a more agile workforce solution that could adapt to real-time demand without sacrificing quality or productivity.

## Solution

After ongoing business reviews and workforce strategy discussions, a flexible scheduling model was introduced as a pilot program by the Staff Management team. The flex staffing model provided a consistent pool of part-time associates who could choose their availability while still offering the client greater predictability and control.

Our team could build a dedicated flex workforce pool for the customer with shift segmentation into manageable four-hour blocks across multiple departments. This allowed for ongoing schedule management and gap coverage by the staffing team. Because it was a pilot program, we prioritized a gradual rollout starting with one department and expanding based on success. This approach allowed the client to scale labor up or down as needed without overcommitting to full-time headcount.

## Results

Within the first two months of the pilot, the program delivered strong results:

**227+**

applicants entered the pipeline, with 35 active flex associates deployed

**expanded**

from one department to three within the pilot period

Flex associates

**achieved**

production rates comparable to tenured employees within weeks

Associates demonstrated

**stronger**

attendance, motivation and overall attitude

All in all, the client was better equipped to handle fluctuating demand without overstaffing. The client also reported that the quality of flex workers exceeded expectations, with many outperforming traditional full-time hires in both productivity and engagement.