

SEVENSTEP

CASE: Inefficient Process / Disengaged Hiring Managers

How Seven Step Helped a Global Manufacturing Company Fix a Broken Process and Win Back Hiring Manager Trust

Challenges:

A leading agricultural equipment manufacturer suffered from a prolonged and inefficient hiring process resulting in an average time-to-hire of 100 days. Specifically, hiring manager feedback and scheduling response rates were extremely high. Lack of success from Talent Acquisition (TA) efforts eventually led to an overreliance on agencies and disengaged/disenchanted hiring managers. The company also operates in a volatile business environment that makes them prone to sudden hiring freezes and sharp spikes in volumes, which only added more pressure to the already existent problems.

Solution:

The company turned to Seven Step for a transformative end-to-end solution to help combat these challenges. Seven Step partnered with HR leadership for an honest and thorough TA assessment to identify process gaps and areas for time efficiency wins. Clarity and communication were the main focus and several new initiatives were implemented. To help speed up sourcing accuracy, a new Candidate Quality Template (CQT) was built to eliminate ambiguity with new position requirements. A revised job intake discussion guide created a more consultative and collaborative approach with hiring managers that reviewed realistic candidate supply conditions and new stricter service level standards for response rates and other process communication imperatives. This new engagement approach eliminated many unnecessary sourcing errors, prompted more natural urgency from hiring managers and drove significant improvement of process timeframe best practices.

Results:

Seven Step helped the client reduce time-to-fill by a remarkable 50% from 100 to 50 days. Quality of sourcing was increased and presented candidates selected for hiring manager interviews rose to 89%. Aged requisitions also benefited from this new program and fell as low as 20%. Most importantly, trust in recruiting was restored and agency usage went down by 70%. Hiring manager satisfaction raised to 94% and cooperation levels remain high.

AT A GLANCE

Company:

Leading global manufacturer of agricultural equipment

Solution:

Enterprise End-to-end RPO

Positions:

Agricultural Engineering, Agricultural Manufacturing, Internet Technology, Human Resources, Finance, Accounting, and Sales

Volume:

200 hires / year

Regions:

United States: KS, GA, IL, MN; Canada

Results:

- Reduced time-to-fill from 100 to 50 days
- Achieved 89% of presented candidates selected for hiring manager interview
- Reduced agency usage by 70%
- Hiring Manager satisfaction at ~94%
- Aged requisitions operated 20% of total requisition volume