

How the **RAF**  
brought accurate  
data entry under  
their wing

As the RAF simply did not have the resources to carry out a major nationwide database population project, it needed to find reliable staff to do the data entry work.

### The **challenge**

When the Royal Air Force decided to transfer most of its paper-based aircraft maintenance records on to a database, it needed to find a large number of reliable database operators. The project was to be undertaken at fifteen locations throughout the UK and one in Germany in a 'rolling programme'.

Working in partnership with a suitable recruitment organisation seemed the best option, but there were concerns. Any staff working at the RAF's locations had to pass stringent security clearance. And excellent accuracy was key – this was vital information and mistakes could not be afforded.

I **CAN**

...and I have

# Meeting the challenge

## The solution

After going out to tender, the RAF had no hesitations that Manpower was the right organisation to win the two-year contract. The three main reasons included:

- Manpower's long term relationship with its field staff. As RAF Squadron Leader Mike Harding says: "Manpower has a strong commitment to its staff. People are not just recruited for a single job – they are part of the Manpower company. This really attracted us, as we were looking for people who we could retain for up to nine months at the bases."
- Manpower's nationwide – and international – branch network meant that the units could liaise closely with regional offices.
- Manpower's ability to find suitable staff. Once candidates had passed an extensive reference checking procedure, they were given Manpower's Data Entry assessment (a programme that measures clerical and keyboard skills, with a focus on accuracy, speed and attention to detail). "Manpower convinced us that their recruiting

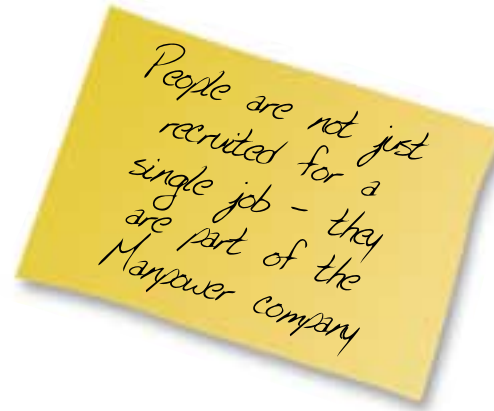
policies are good so that we can rely entirely on their expertise," says Mike.

## The benefits

Originally, the RAF had envisaged that Air Force employees would check the data as it was inputted, but staff showed such accuracy in their work that they soon proved this wasn't necessary.

Staff retention has been high, which has helped the RAF avoid costs associated with training replacements. "This is particularly good considering the wide expanse of the geographical area we're covering," comments Mike.

"Working with a reliable organisation like Manpower enables us to get the job done properly without overstressing our own employees and asking them to work very long hours. It helps us to maintain quality of life for our people, which the RAF believes is very important."



**Manpower PLC, International House**  
**66 Chiltern Street, London W1M 1PR**  
**Tel: 020 7224 6688**

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