

How a major
distribution company
used **temporary
drivers** and maintained
service

I CAN

...and I have

Poor service, unprofessional drivers and high accidental damage costs summed up this major distribution company's experience of employment agencies – until it spoke to Manpower, which is now the company's number one supplier of temporary drivers.

The **challenge**

On the surface, it appeared that managers at a major UK distribution company were getting a good deal on their recruitment needs. Whenever they required temporary drivers, they could shop around various recruitment agencies for the lowest rates.

But upon digging a little deeper, the company discovered it was actually getting a very poor return on investment, as:

- The lack of a clear recruitment process meant there was an enormous inconsistency in the quality of drivers.
- The company estimated it was spending approximately £12,000 per week just on the direct cost of drivers' accidents (largely attributed to temporary drivers).
- Productivity levels were down and vehicles were mis-used.
- The overall service was unreliable (drivers frequently didn't turn up and were often late).



Meeting the challenge

The solution

The distribution company, which handles deliveries for a number of key organisations, decided to introduce an approved list of recruitment agencies. Based on its long term experience in the distribution sector and its nationwide network, Manpower was selected for the list.

By benchmarking its drivers against those employed by the company and using a series of skill assessments – including RouteSkill, which tests ability to follow required procedures, find the quickest routes and provide first-class customer service – Manpower identified the right drivers for this particular operation. Manpower's stringent recruitment process is complemented by the organisation's own Driver Assessment programme.

Manpower also offered the company a self-funded exceptional damage agreement, which is designed to meet all vehicle repair costs resulting from any unprofessionalism on behalf of Manpower's drivers.

The benefits

Drivers recruited by Manpower have been of such high calibre that the company has become increasingly reliant on Manpower's service.

Now its largest supplier, Manpower provides up to sixty staff per day, throughout the UK, on a variety of different contracts. These drivers exceed the client's expectations by making all deliveries on time and demonstrating excellent interpersonal skills.

Since using Manpower, the number of blameworthy accidents has been dramatically reduced. Damage costs attributed to Manpower's drivers have amounted to less than 1% of its total Manpower staff costs over a one-year period.

The company's overall annual saving from this is likely to exceed £1 million.

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