15 years of cost optimization for business.

AN EXPERT AND A STRATEGIC HR ADVISOR
Fifteen years of doing business has been 15 years of growth and continual expansion of our portfolio of expert solutions.

Growth is the key value that both guarantees the quality our clients expect and has an impact inside the organization – it provides motivation and builds brand identity. A broad range of consulting solutions for human resources is the product of our development.

Businesses value solutions with proven effectiveness. Our work for 3,000 Clients is proof of the quality and flexibility inherent in all of our solutions. This is the idea behind the preparation of the case studies. You will have a chance to see how the Work Service Group operates in action. A chance to see how we achieve success, not just our own, but most importantly our business partners’ success.

Tomasz Hanczarek,
President of the Management Board of the Work Service Group
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WORK SERVICE
CAPITAL GROUP

GREAT BRITAIN
- Exact Systems
- Work Express

BELGIUM
- Work Express

FRANCE
- Work Express

GERMANY
- Work Service
- Work Service Professionals
- Enloyd
- Work Express
- Exact Systems
- IT Kontrakt

CZECH REPUBLIC
- Work Service
- Work Service Professionals
- Antal International
- Work Express
- Exact Systems

SWITZERLAND
- IT Kontrakt

HUNGARY
- Work Service
- Work Service Professionals
- Enloyd
- Work Express
- Exact Systems
- Work Service Sales

RUSSIA
- Work Service
- Exact Systems
- IT Kontrakt
- Work Service Sales

POLAND
- Work Service
- Work Service Professionals
- Work Service Finance
- Antal International
- Work Express
- Exact Systems
- IT Kontrakt
- Work Service Sales

SLOVAKIA
- Work Service
- Work Service Professionals
- Antal International
- Work Express
- Exact Systems

ROMANIA
- Exact Systems

TURKEY
- Exact Systems
ART OF WORK

HR CONSULTANCY
On average, labor costs make up 40% of all business costs. To decrease this number has become our priority. We provide modern HR consulting services to all those who are interested in the constant development of their business. We explain what can be done to optimize labor costs, how you can monitor employment levels, we can provide you with auditing tools and competency evaluation tools, we implement motivational tools for groups and many other effective solutions.

IT WORKS

OUTSOURCING
The outsourcing services are useful in all areas where the business processes do not require specialized know-how. These areas include management services and a range of services associated with support of business processes and associated services, administrative operations, cleaning and maintenance operations, and all kinds of quality control services. It is not uncommon that a good knowledge of all the sector is necessary to ensure correct performance of the processes.

This is why our portfolio contains a number of expert companies that know what the needs and practices of IT, BPO, automotive, financial and other related markets are. We are specialists in the takeover of those operations of our partners which are not the core of their business. We provide high-quality services, reduce costs and give a sense of security and comfort when pursuing established business goals.

READY TO WORK

PERSONNEL SELECTION
The business is in operation at all times. Apart from a good business plan and financial resources, every new investment requires people who are ready to work. It is frequent that a company needs to take on not only individuals, but entire teams in a quick and efficient manner. This is where a business may need a partner who will take over in part or all of the work associated with the search for competent employees adjusted to the organizational culture of the company. If you want to make sure that you will be able to find people who are ready to start work at all times, we suggest the Direct Search services provided by the Work Service Personnel consultants.

LET'S GO TO WORK

TEMPORARY WORK
Temporary employment is a convenient and flexible business tool. It guarantees safety and the production of immediate effects of the personnel recruitment and training. Work Service has been operating in this area for over 35 years. The largest employer base in Poland and thousands of completed projects guarantee that the service will produce recruitment costs according to formal requirements, and, at the same time, maintain proper quality standards.

WORKFLOW

CROSS-BORDER PERSONNEL EXCHANGE
The progressive European integration gives rise to new opportunities for permanent and short-term personnel fluctuations. The influence of current geopolitical situation on the European economy makes the mobility of the European labor market both a great opportunity and a challenge for HR consulting companies. As a part of the cross-border personnel exchange service, the Work Service group provides a number of opportunities for improving competitiveness of European business. Our activity is based on local deficiencies in recruitment structures and uses expert knowledge aggregated under the RMS system providing suitable candidates for companies beyond the European borders.
Challenges

- Actual personnel demand of the factory was approx. 700 employees.
- The contract required recruitment of 350 employees in a relatively short time which was 50% of the required employees.
- Apart from a short completion period, to fulfill the Client’s expectations we had to provide them with candidates fulfilling severe criteria in the following aspects:
  - manual skills,
  - working in a team,
  - orientation in the topography of the factory.

Solution

- We implemented all the works for the Client in accordance with the project management methodology. We appointed a dedicated project team with a project manager to implement the order.
- Due to the scale and the short implementation time, our team received substantive and operational support from the employees working at the headquarters.
- Additional tasks were divided between: 6 consultants from the local office in Katowice, 3 data base managers, 2 specialists for manual testing, 2 people conducting interviews, a consultant in a recruitment bus and a coordinator at the factory.
- Direct substantive support was provided by Work Service Professionals responsible for HR tool delivery, including the Assessment Center. Within the project we had to develop original recruitment methods.
- We wanted to ensure that the specialists recommended by us are able to perform their work efficiently starting from the very first day; therefore we organized initial trainings, regarding e.g. the topography of the factory.

Result

- 2,380 candidates from our base suited the profile defined by the Client. Having conducted pre-selection, we performed interviews with more than a half of them — 1,418 people.
- We recommended 540 candidates to the Client; 354 candidates were employed.
- The entire process was conducted efficiently in six weeks. Due to the quality of the candidates and the recruitment process, the subcontractors of General Motors were interested in our data base.

General Motors Manufacturing Poland

The American industrial corporation known is mainly for the production of passenger cars and trucks, marine engines, industrial installations and communication technologies. In Poland the corporation has their factory in the region of Silesia, employing more than 3,000 employees in Gliwice.

In 2011 the company reported a strong increase of orders, reclaiming the leading position regarding production size. An increased demand for employees in the factory in Gliwice resulted in the need of General Motors Manufacturing Poland to commence cooperation with HR market specialists. Work Service S.A. was invited to cooperate with the corporation.

Selected references

- Michelin Polska S.A.
  “We would like to recommend Work Service S.A. as a good partner who adapts to the needs and expectations of our company, as far as possible from the perspective of market conditions.”
  Jarosław Mielcarek
  Manager of the Recruitment Centre

- Michelin Polska S.A.
  „Work Service S.A. has been supplying employees to the production posts since 2005 and is an example of rapid reaction to the changing Client’s requirements.”
  Anita Szalkowska
  Deputy Personnel Director

General Motors Manufacturing Poland

| COUNTRY: POLAND |
| CLIENT: GENERAL MOTORS MANUFACTURING POLAND |
| INDUSTRY: AUTOMOTIVE INDUSTRY |
| SERVICE WAS IMPLEMENTED BY: WORK SERVICE POLAND |
FLEXIBLE EMPLOYMENT FORMS

COMPLETE RECRUITMENT ACCORDING TO A NEW EMPLOYMENT MODEL

Challenge

- The Client struggled with a permanent problem with recruitment for three logistic centers in South-West Poland.
- In all the center there was a high rate of employee rotation at the level of 10% and high – approx. 5% – rate of sick leave absences.
- Candidates were required to have higher competencies, including permissions to work as forklift operators.
- Because the Client did not take advantage of flexible employment forms before, the solutions prepared by us had to be completely individualized.

Solution

- We applied flexible employment forms, and the selection of particular solutions depended on a given position and location, considering the specificity of local labor markets.
- In cooperation with the Client’s HR department, we created a dedicated recruitment system, taking into considering the recruitment standards, descriptions of positions and defined candidate profiles.
- We prepared a dedicated team of employees the purpose of which was to fulfill the personnel needs determined in the contract. Simultaneously, we conducted recruitment activities in response to current orders.
- We introduced permanent controlling and reporting as a source of additional information obtained in order to optimize costs.

Result

- All agreed positions were filled in accordance with the schedule.
- Thanks to our activities the employees’ rotation decreased to less than 5%. Shortening contracts and permanent monitoring led to a decrease in sick leave absence to less than 1.5%.
- Thanks to the application of flexible employment forms we reduced the costs of severance pay, overtime, social benefits fund and other personnel costs.
- Implementing the solutions “Try and Hire” permanently decreased the risk of unsuccessful recruitment. Completing successful implementation in logistic centers, the Client decided to apply flexible employment forms in the entire commercial network.

Selected references

Ceramika Paradyż Sp. z o.o.

“We highly appreciate the consultants’ flexibility and commitment. Another asset of that company is dedicating one person to coordinate the actions in all the areas, which significantly improves employee support services.”
Iwona Melko-Skold
Human Resources Director

Autoliv Poland Sp. z o.o.

“On the basis of our previous experiences I can recommend the services of Work Service S.A. with full conviction.”
Marta Krzemień
Human Resources Manager

Client

A national commercial network, offering electronics and appliances, mobile phones, photographic equipment and accessories, household appliances and associated services. Apart from a national network of 400 shops, including 230 franchisee shops, the company is present with their services on the e-commerce market.

The Client has a network of logistic centers throughout the country. High competition on the market of distributing electric and electronic devices requires cost efficiency and flexible employment forms, adequate to the periodic fluctuations in demand. The Client decided to modernize their HR management model and asked Work Service to cooperate with them.

| COUNTRY: POLAND |
| INDUSTRY: TRADE |

SERVICE WAS IMPLEMENTED BY: WORK SERVICE POLAND
CONSTANT RECRUITMENT SUPPORT BPO/SSC

Capgemini Poland

Capgemini provides integrated services in the field of consulting, IT technologies and outsourcing. Capgemini employs more than 125,000 specialists in 44 countries and in 2012 they noted an income in the amount of 10.3 bln EUR.

The company has been operating in Poland since 1996. Currently, the Polish team consists of 6,000 employees employed in Katowice, Cracow, Wrocław, Warsaw and Opole. Capgemini operates through a specialized department of Business Process Outsourcing (remote technical support and IT infrastructure management), Capgemini Software Solutions Center (designing and implementing individual IT solutions) and Application Services (consisting of enterprise transformation projects).

Considering the demand for business support reported by a dynamically developing service market and in order to ensure flexibility, Capgemini Polska decided to seek the permanent support of Work Service.

Challenge

- The market of Business Process Support frequently requires the readiness of a large team in a very short time. Considering the scale of a contract, the completion date constitutes a significant challenge.
- The Client’s demand for employees was significantly differentiated during the contract.
- Candidates had to show high linguistic and professional competencies in the field of IT, finance and accounting.
- Recruitment took place on a demanding candidate market in Cracow and Katowice.
- Six agencies took part in the project simultaneously. Strong competition required the highest mobilization and professionalism when implementing the Work Service standard.

Solution

- We introduced a project management methodology with a dedicated Project Manager to handle the project.
- Considering changeable orders for the Client, we implemented dynamic Work Service resource management, reserving additional employees dedicated particularly to this project.
- We expanded the recruitment process all of Poland considering employees’ relocation.
- We implemented procedures for systematized and permanent communication with the Client.
- The communication system assumed permanent reporting and broad feedback both in relation with the Client and the Candidate.
- We developed work standards inside the team in order to optimize the work load with the effects achieved.

Result

- 37% of candidates in the whole process were delivered to the Client by Work Service. Simultaneously, we showed the highest efficiency, becoming the leading provider of HR services among six other agencies cooperating with the Client.
- In the first 3 months we delivered 564 candidates to Capgemini.
- 86 candidates qualified to the next stages of the selection process on the Client’s side.
- The high effectiveness and quality of our work resulted in cooperation with the Client in new locations.

Selected references

Husqvarna Poland Sp. z o.o.

“...It should be especially noted that WS S.A. proved itself to be a professional recruitment agency – one that is skilled, reliable, available and responsive to our needs declared during the contract period.”

Husqvarna Poland Sp. z o.o.
Adam Kuśnierz
HR Manager

Termolan Sp. z o.o.

„Professional service and the Personnel Advisor’s commitment are definitely the company assets and priorities.”

Termolan Sp. z o.o.
Piotr Cygan
The Management Board President
Challenge

- Due to the number and complexity of processes, we faced the task of regular recruitment for 32 positions, with each of them having an individual candidate profile.
- In order to conduct recruitment we had to implement advanced tests of competence assessment in different fields: tests for computer skills, logical thinking, perception, knowledge of the technical market, skills regarding the use of measuring devices, speed and precision.

Solution

- The nature of the cooperation justified and required support of our experts on site. We established a branch in Tczew dedicated exclusively to this contract. We created a project team consisting of a Client Manager, two recruiters and a database manager.
- Within the contract we also recruited welders. We also conducted a training project for this position in cooperation with Pomorska Agencja Zatrudnienia Regionalnego S.A.

Result

- On 1 April 2014 we won another of the Client’s tenders. Apart from us, two other agencies took part in it, which cooperated with Flextronics before, and numerous new entities. From among the previous agencies it was only us who underwent the procedure successfully. The remaining partners were replaced by new entities.
- Approximately 500 employees from one agency, which lost in the tender, had a chance to select a company in which they will continue working for Flextronics. In a few days 300 people came to us, while only a few people went to the competition. In order to maintain the right level of delivery diversification, further acquisitions were suppressed by Flextronics.
- Due to permanent nature of cooperation, the effects are summed up by its continuation in the best way. The cooperation of Flextronics with Work Service S.A. has been ongoing since July 2010.

Flextronics International Poland

Our Client is a contract producer in the electronics industry with their registered office in Singapore. They offer the production of electronic devices to brands known on the market. Flextronics services also support the supply chain, including packaging, transport throughout the world, as well as designing and post-sales service. The company located their factories in 30 countries. The Polish branches of the enterprise are situated in Tczew and Łódź, employing approx. 4,000 people.

Flextronics International Poland is involved in numerous production and logistics processes. The wide range of production processes include the design of high level installations, manufacturing and configuration on demand. Logistics involves warehousing, resource management, distribution and post-sales service.

In order to maintain the liquidity of processes at the level required by the market, Flextronics International Poland turned for support to Work Service S.A.

Selected references

Flextronics International Poland

„Professional service and the employees’ commitment are definitely assets and principles that Work Service S.A. has put first during the whole period of our collaboration up to this day.”

Flextronics International Poland

Wojciech Prejs

Area HR Manager

PANOPA Logistik Polska SP. z o.o.

„Work Service is a flexible company, reacting to client’s needs. It is proved by the results of audits carried out at regular basis at our supplier and reach the assumed aim i.e. the results above 91%.”

PANOPA Logistik Polska SP. z o.o.

Arleta Pawłowska

Manager of HR Department
Volkswagen Poznań

The German automotive corporation Volkswagen established their first official representation in Poland in 1991. In May 1992 the company Volkswagen Poznań Sp. z o.o. (a limited liability company) was established. Initially different models of cars were assembled and then manufactured. A flagship model of the factory in Poznań was the Volkswagen Transporter manufactured there since the beginning of 1994. Currently in Poznań the Transporter T5 and Caddy are manufactured. Despite a positive opinion about the company as an employer, in Poznań’s Volkswagen factory a high rate of sick absence was observed among production workers. In order to diagnose the source of the problem and implement an effective solution, Volkswagen Poznań turned to Work Service for help.

Challenge

- Despite an attractive remuneration package, non-wage motivational factors and an organizational culture appreciated throughout the world, the rate of sickness related absences remained at a level of 5%.
- In the Poznan agglomeration there was a low level of unemployment typical for the employee market.
- The tendency on the local labor market strengthened the position of employees which could translate into the level of absence at the Client’s.

Solution

- In order to precisely define and solve the problem, we implemented an optimized set of diagnostic and repair activities
- The undertaken diagnostic activities involved the following:
  - verification of key performance indicators (KPI),
  - analysis of the root causes of employee absences,
  - gathering detailed knowledge about the issue in individual talks with workers,
  - constant contact with the local health services in order to verify the absence of employees.
- Information obtained thanks to the undertaken diagnostic activities provided us with a basis to implement further repair activities:
  - we implemented a reward systems for employees with the lowest absence rate,
  - we implemented an original motivational program “Wyspa Bonus Club”,
  - we activated a program of control visits “Bombonierka” (“Chocolate Box”),
  - we were in telephone contact with employees being on sick leave, informing them about lost chances – in this case about the amounts of lost bonuses.

Result

- We permanently decreased the sick absence rate in the factory to less than 1%.
- An accurate diagnosis of the causes for absences with simultaneous implementation of motivational solutions resulted in increased satisfaction and involvement of the employees.
- The undertaken repair activities resulted in an additional permanent decrease of employee rotation.

Selected references

Volkswagen Poznań Sp. z o.o.
„Volkswagen Poznań Sp. z o.o. has collaborated with the Capital Group WORK SERVICE S.A. since 2003 and has used, among others, the Reducing Employees’ Sick Leaves program."

Volkswagen Poznań Sp. z o.o.
Sebastian Mróz
Personal Centre Manager

Bridgestone Poznań Sp. z o.o.
„Our cooperation with Work Service Group started in May 2009 and we see them as a reliable partner who adapts to the needs and expectations of our company."

Bridgestone Poznań Sp. z o.o.
Paweł Nowaczyk
Manager of the Personnel and General Department
**Within the limits of recruitment**

835 employees in 5 weeks

- Training
- Working clothes
- Medical tests
- Complete documentation
- Opening of the office in Wronki with a full operating capacity
- 24h consultant duties

**Within the limits of permanent service**

- 3h to cover the employee absence
- 24h to complete the order for up to 50 employees

### Challenge

- Regarding the development of production in the factory an urgent need to provide 900 employees in 5 weeks arose.
- Candidates had to fulfill all the demanding criteria and have specific competencies defined by the Client.
- Considering the difficult candidate market in Wronki we had to prepare a transport network for employees from outside the region.

### Solution

- Considering the scale of the order we created a 20-people team consisting of the best Work Service consultants to perform the task.
- Within one week we opened a recruitment office in Wronki with complete operational capacity.
- For the needs of the project we implemented a special mass recruitment management system thanks to which we managed the entire profile base with all possible parameters.
- We have organized the work of our consultants as to make them constantly available to the Client and employees, including an in-house coordinator.
- Our consultants took over all the administrative, organizational, formal and legal duties, related to the employment of additional employees and provided consultations in the field of HR and remuneration.

### Result

- In less than 5 weeks we recruited 835 candidates on the demanding market.
- All the candidates were prepared according to strict requirements of the Client. We conducted trainings, ensured work clothing, bank accounts, medical examinations and complete documentation.
- We have met the Client’s high requirements regarding reaction time: 3 hours to cover the employee absence and 24 hours to complete the order for up to 50 employees.

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Samsung Electronics Poland Manufacturing

The Samsung group is one of the largest South Korean business groups, consisting of production companies, service companies involved in numerous industries and financial institutions. Samsung Electronics, the largest member of the Samsung group, is one of the biggest electronic companies in the world. It was established in 1969 in the city of Taegu and currently they employ more than 208 000 employees in 58 countries, including Poland.

Constant development of the company requires new and more effective solution in the field of HR. In order to ensure the continuity of the production process of the Polish factory in Wronki, the corporation turned to the advisors working for Work Service.

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Selected references

Samsung Electronics Poland Manufacturing Sp. z o.o.

„Cooperation that is based on mutual trust and honesty results in efficient and effective realization of orders, which are properly performed.”

Samsung Electronics Poland Manufacturing Sp. z o.o.
Olgerd Baltałki
HR Team Director

Stora Enso Poland S.A.

„We would like to recommend Work Service S.A. as a good partner and advisor skilled in providing temporary workers, with the proven ability to understand the needs and specificity of the logistics industry.”

Stora Enso Poland S.A.
Krzysztof Radziwoński
Workplace Manager

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**Country:** Poland  
**Client:** Samsung Electronics Poland Manufacturing  
**Industry:** Electronic Industry  
**Service was implemented by:** Work Service Poland
Challenge

- The percentage of people with disabilities in relation to total employment at the company did not reach the statutory required 6% threshold. Failure to implement the statutory goal resulted in paying monthly fees in the amount of approx. 120,000 PLN to PFRON.
- Increasing the rate of employment of disabled people to 6% required employment of at least 88 disabled people without reshuffling the employment structure. It meant a necessity to analyze the personnel of the Client and to communicate with the employees.
- The fragmented structure of the Client’s chain constituted an additional difficulty, as the Client has 153 shops throughout Poland.

Solution

- The nature of the order required strong cooperation and open communication with the Client due to natural concerns of the employees regarding negative perception of disabled people in a workplace.
- In order to change the perception of disabled people and make the employees aware of the actual benefits resulting from a disability certificate, we conducted a series of trainings with Client’s employees.
- For those who were interested we organized additional free-of-charge medical consultations in the workplace or full support to collect the necessary documentation.
- Within permanent cooperation we provided additional informative support for the employees of the Client’s HR department regarding the employment of disabled people and information dedicated to different aspects of disability.
- In order to ensure a complete cost optimization to the Client, we supervised the process of the Client trying to obtain funding to pay employees with disabilities.

Result

- As a result of the cooperation we increased the rate of employment of disabled people to a safe level of 8%, which is 30% more than the required statutory threshold.
- The disabled people employment rate optimization to a level of 6% exempted the Client from the necessity to pay fees to PFRON, generating permanent savings in the amount of 1,900,000 PLN in two years.
- We helped 116 employees of the Client to obtain disability certificates, increasing the awareness of the benefits resulting from the disability certificate in a workplace.
- Open communication with the employees and the lack of reshuffling resulted in increased motivation and strengthened trust towards the employer.
- Reducing the employment costs, we obtained funding to pay salaries to disabled employees, simultaneously increasing the accessibility to better health care for the employees.

Client

A chain of 300 supermarkets involved in the distribution of a wide range of grocery, chemical and industrial products. The idea of the enterprise involves combining the chain nature of the shops (consistent management system, unified visualization of shops, Logistic Center and integrated IT system) with the locality of each of them. It allows building and strengthening relationships with clients.

Dynamic development of the chain and increasing employment resulted in growing costs of hiring people. The chain bore regular monthly losses. In order to optimally organize the existing personnel resources the company turned to Work Service for help turned to Work Service for help.

Selected references

- EKO Holding S.A.
  “The professional service and personnel engagement of Work Service in the quality of the project are the reasons why with full responsibility and satisfaction we recommend their service.”
  Magdalena Kazibut
  Payroll and HR Department Manager

- Pfleiderer Prospan S.A.
  “Work Service which implemented for us a project of advisory services based on consultancy and supervision over recruitment of people with disabilities in order to raise the employment level of people with disabilities, use their best efforts and diligence to ensure that the trade relations and cooperation are based on mutual trust and honesty.”
  Agnieszka Trzeciak
  HR Department Manager
Edeka Group

Edeka Group is the largest German company in the field of large-format trade. At the moment they have 26% of the market share. The company was established in 1898 and it currently consists of several cooperatives of independent supermarkets operating under the umbrella of Edeka Zentrale AG & Co AG in Hamburg. The logo of Edeka combines approximately 4,100 commercial points, starting from local stores to hypermarkets.

In 2013 Edeka Group faced a need for the extraordinary intensification of logistic activities. Increased traffic in 4 logistic centers required an increase in personnel, however the exact dimension, schedule and time of additional loads were not known in advance.

In order to minimize the risk of logistic paralysis and potential failure to fulfill liabilities on time in a critical period, generating a large part of annual turnover, Edeka Group started cooperating with Work Service.

Challenge

• A precise date of commencing work was unknown, however to deliver 40 FTE we only had 24 hours. Required time precision was 100%. In other words, 40 FTE had to be constantly ready in 1.5 months.
• An additional order for another 80 FTE had to be implemented in 48 hours.
• In the meantime we coordinated constant additional recruitment up to the level of 170 FTE.
• The entire project took place in 4 logistic points spread over a radius of 300 km. In particular point’s needs changed dynamically and unpredictably. Success depended on the coordination of the entire contingent.

Solution

• We gathered a group of employees according to the needs and we implemented flat rates for standby mode. Employees remained available for the Client for 1.5 months. We guaranteed the Client with a response time of not more than 24 hours.
• Due to a possible loss of readiness by some employees, we took into account the establishment of an additional personnel buffer in the form of 10% of the required FTE.
• The success of subsequent additional recruitment was ensured by involvement of all Polish branches of Work Service. In total we delivered 80 FTE, not exceeding the required 48 hours.
• We implemented Dynamic Management of Work Service Resources, appointing a dedicated group of employees especially for the Client’s needs.
• Our field managers were available for the Client and they provided comprehensive operational support on the spot.

Result

• 40 employees were delivered in 24 hours after the receipt of the order.
• 80 employees were recruited, trained and registered with the relevant bodies and delivered to the Client in 48 hours.
• Flexibility considering individual requirements of the Client and an innovative approach in creating solutions ensures safety of the implemented process and initiated long-term cooperation with further orders (4 locations, approximately 100 FTE).
• Thanks to consistent coordination at a high substantive level, the operational activity of the logistic infrastructure of Edeka Group was maintained. We secured all identified fields of risk.

Selected references

Fiege Logistics Stiftung & Co. KG
„Employees transferred to our company, as part of the temporary work service, proved to be dedicated and they assimilate quickly to the new position. We would like to stress the flexibility of Work Service Deutschland GmbH in reacting to sudden shortages of employees. We are very pleased with the effectiveness of Work Service Deutschland GmbH. “

Fiege Logistics Stiftung & Co. KG
p.p. Michael Suden
Managing Director Industry Logistics

COUNTRY: GERMANY
CLIENT: EDEKA GROUP
INDUSTRY: TRADE
SERVICE WAS IMPLEMENTED BY: WORK SERVICE GERMANY
Rhenus Logistics

The turnover of Rhenus Group at 4.1 bln EUR makes the company one of the leaders of the global logistic market. The company has their branches in more than 390 locations throughout the world and they employ 24,000 people. They manage complex chains of deliveries at four levels: contract logistics, freight, port logistics and public transport. Development of the company required new solutions in the field of HR. The cooperation model of Rhenus Logistics with employees in Germany resulted in high rotation of temporary employees. Optimization of this cooperation was entrusted to Work Service.

Rhenus Logistics

Fluctuation and rotation among temporary employees of the Client was maintained at a high level of 18%.

The company faced difficulties when experienced employees left. It was not always possible to replace them with similarly competent people for short-term replacement.

The level of efficiency expected by the Client was nearly unattainable in practice due to high rotation and irregular access to the report on the employees' efficiency.

Solution

We developed a detailed report on the rotation additionally taking into account an analysis of the social situation of employees. Our motto was “If we can measure it, we can manage it”.

We prepared so called “jumpers”, in other words people employed and trained by Work Service who remained ready in case of a need to fill in for personnel shortcomings in a workplace.

Thanks to this we obtained a response time of 30 minutes to fulfill the need of short and long-term replacement, including annual or sick leave. The Client carried only the costs of actually worked hours, and the risk of the lack of need for reserved “jumpers” was taken over by Work Service.

Recruitment was conducted among candidates from Poland. One of the employment conditions was complete flexibility and immediate readiness to start working in case of need. Thanks to this we were ready to deliver a large number of FTE to the Client in 48-72 hours.

We established a new project structure: Level 1 – Contract Manager, Level 2 – In-house Manager (in the case of employing 50 people or more), Level 3 – two coordinators also fulfilling the role of the Client’s employees.

Each month we conducted a review of efficiency during sessions with the Client, supported with complex substantive support for employees on the spot.

Result

We reduced rotation from 18% to 4% in less than 2 months.

We guaranteed long-term employment of temporary employees.

Our training program for “jumpers” turned out to be very effective – after one week they were ready to achieve very high productivity from the very first hour of work.

We introduced an additional management level – a dedicated coordinator responsible for the implementation of the contract and easily available for the Client on the spot.

We optimized the process of selecting candidates and introduced KPI for HR.

Employee productivity significantly increased thanks to cyclic evaluations, interviews, coaching and trainings.

Selected references

Fiege Tire Logistics GmbH

„We have been working with your company since 2014. Thanks to your willingness to help we have always been able to quickly, and without any unnecessary red tape overcome shortages in employees on the industrial level.

We can be sure that you will choose employees who will integrate perfectly with our team in the shortest time possible and will also work sensibly and with proper motivation. This allowed us to hire permanently new employees on the industrial level.”

Fiege Tire Logistics GmbH

Thomas Stokan
Spokesman of the Management Board on Tire Logistics
Weber Automotive

The company specializes in the construction of subassemblies for famous car brands. The main field of activities is processing of engine blocks.

Products of the company are present throughout the world. Weber Automotive has their workshops in Germany, USA, Hungary, and they are also planning to initiate production in China. However the core business remains in Germany. It is a conscious choice resulting to an equivalent degree from the company’s know-how, concentration of key competencies and knowledge in Germany, as well as the value of the family business.

An increased number of orders constituted a challenge for Weber Automotive. No enterprise can be prepared for these circumstances in regards to personnel, as cost efficiency does not allow it. The company decided to seek support of the specialists of the labor market.

**Challenge**

- A sudden increase in the production volume and an greater number of orders resulted in the necessity to employ additional employees.
- The Client was looking for qualified candidates for the positions of operators, conservators and industrial machinery mechanics.
- Due to the specialist nature of work, candidates had to fulfill strict requirements regarding linguistic competencies.
- The unemployment rate in the region of Bodensee was only 2.6% which resulted in low demand for work and an insufficient number of candidates with relevant qualifications.
- The holiday season in the region additionally limited the possibility to accommodate employees.

**Solution**

- We introduced a project management environment and appointed a project manager dedicated to the Client.
- We developed a complex recruitment process according to the Client’s needs which was implemented by 2 dedicated recruiters, evaluating the level of technical competencies and linguistic competencies of candidates.
- We also applied a procedure of dynamic Work Service resource management, reserving a required number of employees for Weber Automotive.
- We created an in-house office at the Client’s site when the level of 40 FTE was exceeded, offering broad support to the employees. We also established a model of quick communication with the Client, a so called Direct Interface.
- We also developed a communication guide project, adjusted to changeable levels of the personnel demand. We clearly defined the communication channels.

**Result**

- We recruited and delivered 70 experienced CNC operators with appropriate linguistic competencies to the Client.
- We improved the activities of the Client. Thanks to our efforts it was possible to change the system of the factory operation from a 3-shift to a 4-shift system.
- In cooperation with the Client’s production manager, we developed a long-term employment plan in order to cover for potential absences, taking into account the operating hours defined in the contract.
- Thanks to the processes implemented by Work Service, Weber Automotive was able to cover the market demand and meet the requirements on time. It translated into high Client satisfaction regarding the services provided by us.

Selected references

- FIEGE Logistics Stiftung & Co. KG2
  
  „Employees transferred to our company, as part of the temporary work service, proved to be dedicated and they assimilate quickly to the new position. We would like to stress the flexibility of Work Service Deutschland GmbH in reacting to sudden shortages of employees. We are very pleased with the effectiveness of Work Service Deutschland GmbH. “

- FIEGE Logistics Stiftung & Co. KG2
  z.ur. Michael Suden
  Fashion/Online Retail member of the Management Board

FLEXIBLE SOLUTIONS FOR DEMANDING MARKETS

AN EXPERT AND A STRATEGIC HR ADVISOR
OBI Russia

OBI is an international corporation established in 1970. In Europe they manage 500 markets mostly in Germany, Austria, Czech Republic, Russia, Slovenia, Switzerland, Hungary and Italy.

The company is one of the leaders of the market of construction materials, and they owe their success to appropriately selected assortment, good orientation in the potential and the needs of the local markets and a rich offer of services. OBI is the second largest chain of shops in the category of DIY in Europe and the third largest in the world.

In order to increase awareness of the brand on the Russian market and stimulate sales, OBI Russia turned to Work Service Russia.

Challenge

• We had to develop and implement completely individualized merchandising solutions.
• Low brand awareness on the Russian market was caused by the lack of unified exposition standards and coordinated marketing activities.
• Due to the scale of the project, the implemented solutions had to be completely adaptable for all markets in the OBI commercial chain in Russia.

Solution

• We implemented a centralized merchandising program, including development and implementation of unified standards for all OBI retail outlets.
• Complex and standardized merchandising management was a new approach on the Russian market.
• Our merchandisers were present in all OBI markets, supervising the correct exposition of goods in accordance with approved standards.
• We activated a consultation and workshop program for employees considering the merchandising solutions.

Result

• The operations we undertook resulted in a quick increase of sales in the entire OBI commercial chain.
• Unified merchandising standards in all markets translated into increased awareness of the OBI brand and long-term growth of customers’ loyalty towards the brand.
• The program approach to merchandising created new standards on the Russian market.

Selected references

VIPECO

“VIPEKO Ltd hereby expresses its gratitude for cooperation in the framework of Centralized Merchandising OBI Program.”

VIPECO

Garik Akopyan
Chief Executive Officer

Reckitt Benckiser

“The results of beneficial cooperation give us the full right to recommend your company to anyone in need of reliable, experienced and highly professional partner on the Russian market – Work Service, ZAO.”

Reckitt Benckiser

O. Sztangarowa
Sales Director
### Challenge
- Considering the nature of the Client’s operations, we sought professionals with the highest competencies, specializing in the process of producing aircrafts.
- Recruitment had to include a great number of positions in a relatively short time.
- Narrow specialization of candidates required broad searches and preparation of logistics infrastructure.

### Solution
- We conducted a broad employer branding campaign as a recruitment process support.
- The character and scale of the task required the application of a wide range of specialized HR tools.
- We took over the responsibility for logistic issues: we organized the flights, accommodation and led the employed specialists through the accommodation process.

### Result
- We effectively obtained candidates in the number and time required by the Client.
- As a result Sukhoi Company employed more than 70 highly qualified technical specialists recruited by Work Service.
- The results of the cooperation encouraged the Client to increase the number in joint subsequent recruitment projects.
Challenge

• In order to ensure conditions for optimal development of the factory in Czech Republic, the Client placed particular emphasis on cost efficiency of the personnel processes. Outsourcing of responsibilities for these processes is a natural choice in such cases. According to the Client’s requirements, Work Service had to take over the responsibility for 200 employees of AGC in two weeks.

• AGC experience in cooperation with previous agencies constituted additional motivation for us to ensure that solutions suggested by us are competitive to the highest degree.

• The local market was characterized by a low supply of suitable candidates, therefore we developed and managed a transport network for all employees.

Solution

• For the purposes of the project we created a dedicated team consisting of 5 consultants, selected from the international resources of Work Service.

• In two days we created a fully functional recruitment office on site.

• In order to minimize the emotional cost related to the acquisition of some employees in the company, we activated a special informative program and offered additional support of our employees.

• For all employees both previously employed by the Client and all new employees, we organized a transport network to take them to their workplace.

• Our consultants worked in a 24-hour system, including services provided in the factory of the Client.

• Acquisition and recruitment required numerous responsibilities which we had to meet: we had to ensure the employees with full HR and remuneration service and with ID cards; we had to take care of allowances resulting from the social program; organize payroll, contract and annex handling, take over formalities related to current employees, ensure medical examinations, verify sick leaves and ensure work clothing.

Result

• We acquired 176 employees (88% of the employees decided to sign the contract).

• Additionally on the difficult candidate market we recruited and employed 26 employees in less than 2 weeks.

• All candidates were prepared in accordance with strictly determined requirements of the Client; we conducted trainings, ensured work clothing, bank accounts, medical examinations and complete documentation.

• Within the framework of provided services we are constantly present at the Client’s. Each day our representatives participate in production meetings.

Selected references

Feramo Metallum International Sp. z o.o.

Klára Jurčíková
HR Specialist

AGC Glass Europe

AGC Glass Europe is an international group with their registered office in Brussels. They constitute a European branch of AGC Group. They are involved in production, processing and distribution of glassed used in construction, the automotive industry, producing solar panels and in specialized industry branches (railway glass and metro glass, vehicle windows, glass for household use and glass used in high-tech applications).

Currently AGC Glass Europe employs approx. 14,000 employees. Expansion into the Central European markets in 1990 resulted in obtaining Glavunion, at that time a company from Czechoslovakia. Simultaneously, AGC Glass Europe has become the first western industrial tycoon investing in this country.

Dynamic development of the Czech branch of AGC resulted in the fact that after 8 years of cooperation with previous employment agencies, the company decided to look for new solutions in the HR department. Work Service was asked to cooperate.

AN EXPERT AND A STRATEGIC HR ADVISOR

INTERNAL RECRUITMENT FOR THE WORK PROCESS OPTIMIZATION

82% OF THE ASSUMED PLAN

+12% RECRUITMENT

COUNTRY: CZECH REPUBLIC
CLIENT: AGC GLASS EUROPE
INDUSTRY: GLASS INDUSTRY
SERVICE WAS IMPLEMENTED BY: WORK SERVICE CZECH REPUBLIC

INTERNAL RECRUITMENT FOR THE WORK PROCESS OPTIMIZATION

82% OF THE ASSUMED PLAN

+12% RECRUITMENT
Challenge

- Nature of the order involved a short completion date, considering the scale of the contract, including recruitment for all Continental factories in the Czech Republic.
- Demand for candidates was significantly differentiated in particular factories.
- We conducted recruitment on the difficult candidate market in Jičín, Brandýs nad Labem and Františkův pod Radhoštěm.
- The contract required our team to be present in each of the factories.
- The implementation required from us to conduct recruitment in the entire country, which meant the necessity to consider the candidates’ relocation.

Solution

- We applied a project management system, appointing a dedicated mobile implementation team, including a project manager responsible for the project.
- We approved a dynamic human resources management model in accordance with the changeable needs of the Client.
- We paid special attention to the communication process. The approved communication pattern provided a regular contact adjusted to the subsequent stages of the project.
- The basic assumption of the communication scheme involved permanent reporting and broad feedback – towards candidates and the Client.

Result

- We delivered 55% of all employed candidates to the factory in Jičín.
- In a year the number of employees hired through the agency increased by 223%.
- Within the framework of our services we were constantly present at the Client’s. Each day our representatives participated in production meetings.
- High efficiency and a smoothly conducted recruitment process fully met the needs of the Client.
Challenge

- Within the project, we had to recruit 200 qualified production workers applying strict criteria. The candidates had to present manual skills, be able to work in a team, and have a good spatial orientation.
- We looked for candidates specifically for specialist positions: welders, CNC operators, grinders, and mechanics.
- The lack of appropriate candidates in the required amount on the local market resulted in the necessity to develop and manage a transport network for all employees.

Solution

- For the needs of the contract, we opened recruitment offices in Slovakia in the regions of Žilina, Žiar nad Hronom, Košice, and Bratislava.
- We implemented a systematized recruitment mechanism in response to a need reported by the Client.
- We ensured the Client with permanent service on site in the factory.
- The business development model of the Client required the acquisition of a maximum number of employees by us.

Result

- The goal defined by the Client was achieved. 87% of the candidates who participated in the recruitment process were presented by Work Service. It ensured us the primary position among four HR service providers working for the Client.
- In order to optimize the Client’s costs, we took over the employment together with the entire management of the personnel and remuneration of 114 employees.
- In less than 5 weeks, we obtained and employed 90 specialists fulfilling all the high recruitment requirements on the demanding market.

Monroe Czechia

Monroe is a brand which belongs to Tenneco, one of the largest global designers, producers, and sellers of the control systems of exhaust emission and suspension control for the new and used automotive market.

Monroe is a leading supplier of original equipment, mainly shock absorbers, suspension systems components, and steering systems. A significant advantage of the brand is an integrated global infrastructure of engineering and production, thanks to which the company can supply producers throughout the world. Centers for complex engineering and product development, as well as testing centers are located on five continents.

Considering the dynamic development on the Czech market, Monroe took advantage of the experience of Work Service in mass recruitment for specialist positions.

Selected references

Molitan a.s.

“We have been cooperating with Work Service Czech Ltd. since March 2014 in the sphere of agency employment. Their response to queries and tasks is timely. They also closely cooperate with HR and payroll department. Moreover, they showed fair and timely approach in recruiting new employees. We are highly satisfied with this company and so are our temporarily assigned employees.”

Jarmila Fronková
HR and payroll manager

COMPATIBILITY OF HR TOOLS
Challenge

- The Client required recruitment of 75 employees in a relatively short time – 4 weeks.
- Apart from our company, two other HR service providers took part in the process, which increased competition in the search for the best candidates.
- We did not have an office in the recruitment region.
- Specialized character of the positions required appropriate experience, education, physical fitness and ability to work under pressure from the potential candidates.

Solution

- We created a dedicated project team, consisting of 2 recruiters, a coordinator and a project manager.
- Our team in cooperation with the Client’s employees prepared a detailed specification of positions to be filled.
- On the basis of the created profiles we determined the most important competencies of candidates which designated the direction of our search.
- We defined the communication channels with candidates (employment portals, local press, leaflets) and recruitment standards according to the Client’s requirements.
- Our team was involved in recruitment activities 24 hour per day, seven days a week.
- Our coordinator worked in the same mode, and he was present in the Client’s location before the formal commencement of the project.

Solution

- Out of 102 candidates recommended by Work Service 76% were employed by the Client, which constitutes the best result among the competition.
- After a year the Client terminated his cooperation with one of the competing entities. Thanks to proven efficiency, we took over 40 employees handled by the previous agency.
- In the 4-year period of cooperation with Kia Motors we proved highly efficient and competent at selecting personnel. The rotation and absence ratios among the employees presented to the Client was only 3.9% and 0.23%.
- Between 2012 and 2015 we manage 100 FTE on average.

Selected references

Kia Motors Slovakia s.r.o.

“During longstanding cooperation company Work Service, s.r.o. has proven to be a reliable and timely partner, always open to our observations and conclusions.”

Kia Motors Slovakia s.r.o.

Rastislav Lapos
Head od Recruit & Administration W/G

MAR SK s.r.o.

“The services provided by Work Service, s.r.o. concerning personal leasing are characterized by a high level of quality and organization, and are performed with proper care.”

MAR SK s.r.o.

Silvia Koldova
HR Supervisor

AN EXPERT AND A STRATEGIC HR ADVISOR

Kia Motors Slovakia

Kia Motors Corporation was established in 1944 and it is the oldest Korean manufacturer in the automotive industry. Annually they produce more than 2.1 mln vehicles in 13 operational centers located in 8 countries. The sales network and the after-sales service of Kia includes 172 countries. Kia employs more than 44 000 people throughout the world and their turnover is about 20 bln dollars.

In 2004 Kia Motors Corporation signed an official agreement with the government of Slovakia, pursuant to which the first European Kia factory was opened. The decision about placing manufacturing in Europe was strategic and it was based – among others – on good results and sales progresses, as well as on an increasing share of the company in the European automotive market.

Currently Kia Motors Slovakia, located in Teplice nad Váhom, employs more than 3 900 people. Compliant with the prognosis, successful development of the brand’s potential on the European market resulted in an increased demand for specialists experienced in the automotive industry. Modern production structures also required new and flexible HR solutions. A Slovakian branch of Work Service decided to provide help in this aspect.
Challenge

- Our task was to employ approx. 100 people in 2-3 days for production and office positions.
- Due to the specialist nature of the positions, our role was to find qualified employees, or if needed organize complementary trainings.
- The Client’s requirement was to make sure that strengthening the team with additional FTE will not result in ceasing production.

Solution

- We have created a team of Consultants dedicated to the Client and we assigned a Project Manager, working in an on-site service mode.
- We conducted a series of information presentations in order to transfer the complete knowledge necessary to get the position without interfering in the production cycle.
- We communicated with our employees employed by the Client on a daily basis, taking care of constant communication and service regarding additional in-work benefits.
- We introduced a system of quarterly effectiveness control of our actions, including the quality assessment of the position trainings conducted by us.

Result

- We took over 98 people in 2-3 days. The process implementation did not require the ceasing of production.
- Our employees constituted 10-15 per cent (110-130 FTE) of the Client’s employees, which ensured proper flexibility in resource management.
- Our cooperation with the Client in the field of HR process management is stable, supporting not only business, but also temporary employees. Many of them — in the case of increasing employment by the Client — get permanent employment.
- In 2014 we expanded the cooperation with the Client and included the service of the entire system of in-work benefits for approx. 1 000 employees of Knorr-Bremse.

Knorr-Bremse Railway Vehicle Systems Hungary

Knorr-Bremse is a leading manufacturer of brake systems for rail and usable vehicles on the global market. As a technological machine, Knorr-Bremse has been stimulating development, production, distribution and service of modern brake systems for more than 100 years. In 2013 the company achieved turnover in the amount of 4.3 bln EUR, employing more than 20 000 people worldwide.

In 2013 Knorr-Bremse Railway Vehicle Systems Hungary replaced their HR solution supplier. The winner of the tender proceedings with a contract for an undetermined period of time was Prohuman.
INTERNAL COMPETENCY ANALYSIS AS A TEAM BUILDING TOOL

Client

A company from a technical industry turned to us requesting a general competency assessment and the formation of a team consisting of several members with a sales and marketing character.

The project had two key aims: the selection (transfer, promotion or dismissal) and development (indicating areas of development, recommending appropriate training).

Challenge

- The problem that the Client had was of a particularly delicate nature because it resulted from inappropriate personal relationships between the team members.
- In the Clients organization precise knowledge of the competencies of the team were unknown.
- This lack of knowledge meant there was no basis for making objective decisions.
- Employees who have been working at the company for many years where personal friends of the management members which created an additional factor which paralyzed the decision making process within the HR area.
- The team was dominated by unwillingness to change.
- In summary, the project required a large dose of empathy and business diplomacy as well as expert knowledge relating to the competencies of the employees.

Solution

- The starting point of the project was the accurate alignment of the competencies of the personnel with the roles held in the organization and their positions.
- The high level of accuracy of our solutions was the result of an objective, personalized and flexible approach.
- As an alternative to an assessment centre we used behavioural interviews. This gave us more complete information in a shorter amount of time furthermore it allowed process to remain personalised, confidential and discreet.

Results

- The results of the assessments indicated the strengths, potential and shortcomings of the team which allowed career paths to be effectively directed
- We created a ranking system to differentiate particular members of the team.
- We prepared a competencies model for specific groups of positions. In this way we created a standard for future recruitment processes.
- We developed recommendations regarding promotions and transfers of team members. An objective indication in no case justified any dismissals. This increased the moral of the team and caused an increase involvement and motivation in particular people.
- As a result of effectively recommendations regarding training, the employees received totally satisfying training which was essential and had a direct impact on the improvement on work result.

Selected references

Vorwerk Polska Sp. z o.o.

„Our cooperation confirms that WORK SERVICE S.A. is a fast reacting company on the changing customer’s needs."

Vorwerk Polska Sp. z o.o.

Board Member

Clavey Maintenance Service Sp. z o.o.

„It should be especially noted that WS S.A. proved itself to be a professional recruitment agency - one that is skilled, reliable, available and responsive to our needs declared during the contract period."

Clavey Maintenance Service Sp. z o.o.

Sławomir Jenek
SouthWestern BPS Poland

The company is one of the leading Irish organizations in the sector of supporting business processes. They offer integrated front office and back office process outsourcing to their Clients.

The main area of activities of SouthWestern is a CRM system developed by the company, financial services and HR services. The Clients of SouthWestern include public sector organizations and financial service organizations, as well as travel agencies and the FMCG sector. SouthWestern operates effectively on the European market.

High quality standards of Polish centers for business service and development dynamics of the BPO/SSC sector, result in more and more difficult candidates’ market, especially if exceptional competencies are required. Among their activities SouthWestern BPS Poland reached for help of specialists working for Work Service Professionals.

Selected references

SouthWestern BPS Poland Sp. z o.o.

„The effect of Work Service S.A. operation is most of all the impressive amount of verification lists sent, which is a prove of large Candidate base, as well as the number and expertise of persons recommended by Work Service S.A.”

Joanna Walczak
HR Manager

Instal Projekt

„In particular, we appreciate confidentiality, honesty and loyalty, thanks to which we could entirely trust Work Service S.A.”

Ewa Ścierzyńska
President

SouthWestern BPS Poland Sp. z o.o.
AN EXPERT AND A STRATEGIC HR ADVISOR

Challenge

- Present effective solution, allowing strategic decision to be made demanded we conduct a survey identifying and fully understanding the needs of the Client.
- The candidates had to fulfill the high requirements expected by KRUK S.A. Fluent German and a large desire to commence work in the debt recovery sector where fundamental.
- Considering that the results of the analysis where to weigh heavily on the priority of undertaking strategic decisions, the Client set a short period for the completion of the advisory service.

Solution

- In order to conduct an accurate analysis it was necessary to carry out the appropriate processes for a full recruitment process.
- The first step was the creation of a database of candidates who matched the profile defined by the Clients. We activated 20 resources used for attracting candidates, this included some unorthodox methods.
- To execute the contract we engaged Work Service Group structure. The control and coordination of work carried out by several recruitment teams was assigned to the responsibilities of a Project Manager.
- In 5 working days, 130 candidates went through this process. We verified among other things their linguistic and professional competencies.
- We also conducted an analysis of the database obtained from z Recruitment Management System, Work Services own platform which has over 1,500,000 candidate profiles.
- For the Client we developed a complex report along with a set of data results about the candidate market and an analysis of the research.

Result

- We presented to the Client the final results of the project along with an in-depth analysis of local market.
- Professional and detailed descriptions of our scope of work gave the Client a reliable foundation to make business decisions relating to developing the structure of the company.
- As a result of conducting the candidate market research we increased the candidate database with the specialized and managerial profiles with high linguistic competencies sought by the Client.
- Together with the Client we developed a partnership based on trust. In successive stages the Client entrusted us with conducting recruitment for middle and senior management.

AN EXPERT AND A STRATEGIC HR ADVISOR
Having won the tender, we started our cooperation in November 2012 in the field of supporting the sales of Master LED products in Cracow, Poznan, Tricity and Warsaw.

As the leader in the practical use of LED technology, the company promotes energy-efficient lighting systems. In October 2012 Philips Lighting Poland turned to us with a proposal to start cooperation. We equipped the sellers in modern work tools, delivered by Philips (iPad, electronic equipment, LED products), simultaneously taking over the Client's responsibility to equip the sellers with all necessary marketing materials.

We developed a motivational system of remuneration for sellers in cooperation with the Client, clearly defining the sales goals and the system of reporting results, which constitutes the basis for calculating remuneration.

Our goal was to increase the sales of LED products to retail and HoReCa channels, simultaneously supporting marketing processes.

Challenge
- In order to ensure actual support for the sales processes, we created a detailed business map regarding LED sources.
- Users of lighting systems are not always aware of the advantage of the market offer of LED lighting. Our tasks was to promote awareness of Philips Master Led among customers on the basis of the defined image of the company.
- The key task was to encourage customers to change their habits and replace their lighting with Philips LED.
- In order to create a team, we had to recruit sellers with high competencies. Candidates faced the following requirements: technical education, high selling qualifications and experience in working in a similar position.
- Our goal was to increase the sales of LED products to retail and HoReCa channels, simultaneously supporting marketing processes.

Solution
- Our activities for the Client involved recruitment of sellers, provide them with complex support and control of their obligations and sales results.
- The employees underwent a series of specialized sales trainings the program of which was established in cooperation with the Marketing Department of Philips Lighting Poland. The level of sellers’ knowledge was regularly evaluated during periodical controls.
- We equipped the sellers in modern work tools, delivered by Philips (iPad, electronic equipment, LED products), simultaneously taking over the Client’s responsibility to equip the sellers with all necessary marketing materials.
- We developed a motivational system of remuneration for sellers in cooperation with the Client, clearly defining the sales goals and the system of reporting results, which constitutes the basis for calculating remuneration.
- In order to ensure trouble-free implementation of the orders obtained by our sellers, we took over the Client’s communication with local distributor.

Result
- Between January and June 2014 our activities resulted in increased sales and an effect in the form of increased awareness of customers of benefits resulting from the replacement of lighting with Philips LED.
- 12 dedicated sellers and 3 Project Managers from the Work Service Sales personnel participated in the project.
- Due to the high efficiency of the sellers, the Client promoted 2 people to the position of Regional Trade Account Manager – directly responsible for business in a specific area.
- Professional approach to the operations entrusted to us, as well as partnership relations with the Clients resulted in the extension of cooperation. In June 2014 we implemented an exposition quality audit, a customer service audit and an audit of Philips source distribution in 290 electrical wholesalers and lighting shops.
- We forwarded a report on the visits to the Client, and also at the Client’s request we conducted a complete analysis of collected results according to: locations, networks, products and product groups.

Selected references

Philips Lighting Poland S.A.

“We are glad of the services provided and the project management, which enable us to implement the sales strategy of our brand products. We hope that our further collaboration will be as beneficial and satisfactory as it has been to this date.”

Philips Lighting Poland S.A.
Artur Różak
Trade Manager

Nivea Polska Sp. z o.o.

“We are glad of the services provided and the project management, which enable us to implement the sales strategy of our brand products. We hope that our further collaboration will be as beneficial and satisfactory as it has been to this date.”

Nivea Polska Sp. z o.o.
Paweł Grześkowiak
Business Unit Manager Pharmacy

Philips Lighting Poland

The Dutch company Royal Philips is one of the global leaders in the field of medical technology, consumer products and lighting. The headquarters of the company are located in the Netherlands. Throughout the world Philips employs approximately 114 000 employees, selling their products and providing services in more than 100 countries. In Poland Philips employs nearly 7 000 people in 4 production plants and in a marketing and sales division.

As the leader in the practical use of LED technology, the company promotes energy-efficient lighting systems. In October 2012 Philips Lighting Poland turned to us with a proposal to start cooperation in the field of supporting the sales of Master LED products in Cracow, Poznan, Tricity and Warsaw. Having won the tender, we started our cooperation in November 2012.

Country: Poland
Client: Philips Lighting Poland
Industry: Production of lighting systems
Service map implemented by: Work Service Sales

AN EXPERT AND A STRATEGIC HR ADVISOR
CRUDELI SAS

Since 1965 Crudeli SAS has been specializing in constructing and maintaining ventilation and air-conditioning as well as fire prevention installations (sprinklers, Ria, smoke detectors). Over the years, cooperating on implementation of big construction projects, Crudeli SAS has developed its know-how, gained considerable experience and extended its offer. It is an industry leader in the PACA region.

A problem not only Crudeli SAS, but the whole construction sector in France is facing is lack of qualified and experienced workforce. Looking for a solution, the representatives of Crudeli SAS met us for the first time during a conference organized by the Polish Chamber of Commerce together with the French construction federation from the PACA region, whose aim was to initiate cooperation between Polish and French companies. The intention of Crudeli SAS was to win a reliable partner for cooperation on various construction projects.

Challenge

• High specialization of services provided by our Client required presenting candidates with the highest competences.
• Among the requirements were, among others, ability to read plans, experience with highly specialized construction projects, ability to work in a team under the pressure of time, engagement in the construction process.
• The planned construction projects were to be implemented in places difficult to access not only for the Client’s employees, but also for a French branch of a big international player from the HR sector cooperating with Crudeli SAS.

Solution

• Support and overall supervision of the Crudeli SAS projects was entrusted with a person who had represented us since our first meeting with the Client, proved their effectiveness in the areas of organizing and communicating and developed Client’s trust and approval.
• Apart from the Representative responsible for communication with the Client, we created a dedicated team consisting of 1 Recruiter, 1 Consultant and 1 Project Coordinator. High level of specialization of all the team members combined with optimal number of members secured effective flow of information and clear division of responsibilities.
• As our cooperation consists of providing high class specialists to implement further projects in various locations and is predicted to last years, we developed a model of communicating needs sufficiently in advance.
• Construction specialists recruited by Work Express have each time been verified by the International Recruitment Department, and next delegated to work in France.
• Hired employees were included in a system of regular training and cyclical evaluation of performance quality.

Result

• During the performance of the contract we provide employees perfectly fulfilling the Client’s requirements, which is shown by the turnover ratio – 0.15%.
• Parameterized evaluation of Client satisfaction survey shows very positive evaluation of our work at the level of 9.5/10 points.
• Our team’s results and very good quality of work performed by the employees secured us the trust of the regional authorities. As a result, our Client participates in the performance of all local construction projects.
• Confidence in our employees also resulted in a construction contract in Monaco, despite the fact that the Client is a French company, which constituted an obstacle of formal nature.

Selected references

“As the operational director for Crudeli I confirm that our company is satisfied with services offered by Work Express, a Polish employment agency, since the beginning of our cooperation. Work Express quickly understood what our needs are regarding recruitment and was able to meet our expectations in terms of quality.”

CRUDELI SAS
Camille Gerbino
Operational Director

“Work Express Sp. z o.o. handled the implementation of the ordered recruitment project with full professionalism. The team dedicated to the task showed a solid approach on every stage of our cooperation, in particular during the stage of thorough verification of the candidates market and the assessment of their potential and competence. In retrospect I can say that we have been chosen the right persons.”

Südzucker Polska S.A.
Liliana Boczkowska
HR Director

COUNTRY: FRANCE
CLIENT: CRUDELI SAS
INDUSTRY: CONSTRUCTION INDUSTRY
SERVICE WAS IMPLEMENTED BY: WORK EXPRESS

HIGHEST QUALITY LEVEL GUARANTEED BY SPECIALISTS

AN EXPERT AND A STRATEGIC HR ADVISOR

WORK EXPRESS – CRUDELI SAS | 53
Challenge

• Commencement of the process was delayed by the decision regarding the location of the center.
• The whole operation had to be implemented quickly and effectively to ensure smooth migration of some competencies related to the support for the IT department for the Client.
• There was a risk that the Client will be deprived of full IT department support for some time which would result in all costs being increased.
• In January 2014 within 1 month we had to recruit 11 employees for the second line of support for the IT helpdesk (10 specialists and 1 Team Leader).
• Besides technical competencies, these people needed to speak fluent German and English.

Solution

• Our role in the recruitment project started with the selection of the location for the center. We fulfilled a consultative role, researching different locations and the employment market related to them.
• An important criteria when selecting the location was the availability of specialists and managers. Having analyzed the data, the Client decided to open the Center in Łódź.
• All 11 positions were offered to candidates recommended by us despite simultaneous cooperation of the Client with other agencies.
• Great industry specialization of our consultants and practical knowledge of the IT market allowed us to quickly present the job offer to the best specialists on the market.
• Wide contact network of candidates with competencies desired by the market allowed us to contact passive candidates who needed to be contacted directly.

Result

• Immediate response, perfect knowledge of the market and the Client’s expectations allowed us to commence the process of concluding agreements with all the candidates in only 3 weeks.
• All 11 employed candidates fully proved themselves in their positions and they were positively assessed after the trial period of employment.
• Opening of the IT helpdesk center went according to plan. The Client saved not only time, but they also avoided costs, the company would have to carry without the IT support.

Faurecia Automotive

The Faurecia Group is the sixth global manufacturer of automotive parts, providing services for all key brands on the global automotive market. They have 320 factories and 30 R&D centers in 34 countries. They employ 97 500 employees throughout the world.

Faurecia Automotive is a manufacturer of car equipment and metal seat structures. In Poland the Faurecia Group has production plants in 9 cities, employing approx. 6 000 people in the country. In 2014 Faurecia was placed on the list of 5 Most Desirable Employers in the production industry, according to a survey “2014 Most Desirable Employers According to Specialists and Managers” carried out by Antal International Sp. z o.o.

In 2014 Faurecia decided to open an IT helpdesk center in Poland.

Selected references

Faurecia Automotive

„The fact that at every stage of the project we could both count on availability and engagement of Antal specialists and exercise their experience, requires special emphasis.”

Magdalena Wojtasiak
Group Poland HR Director

Faurecia Automotive

„Our collaboration with Antal International allows us to recommend this company to all those who appreciate timeliness, professionalism and reliability of offered services.”

Andrzej Skrzypczak
Sales & Marketing Manager PL/EE

Smith & Nephew

„Our collaboration with Antal International allows us to recommend this company to all those who appreciate timeliness, professionalism and reliability of offered services.”

Andrzej Skrzypczak
Sales & Marketing Manager PL/EE
**Challenge**

- One of the main factors impacting the quality of the final product is the quality of the components used for installation. High quality requirements are established for the component suppliers, therefore we needed to undertake efficient and effective actions.
- Sudden increase of orders, process instability or the operator's mistake are several possible reasons which can impact the lack of fulfillment of the quality requirements. Due to the urgent nature of our intervention, we had to clearly and faultlessly indicate the cause of the problem.
- A standard complaint procedure was too long and in this case could have led to the ceasing of production. The only solution was an immediate intervention at the plant of the final Client.

**Solution**

- We appointed a coordinator for the Client, who was available 24h/day. He was responsible for an immediate reaction after receiving a signal about any quality problem of the supplies.
- Standard time we needed to commence the works was no longer than 60 minutes. Within one hour the Quality Inspectors under the supervision of the Coordinator started to conduct selections, controls or repairs of the components.
- The Service was provided in accordance with the Control Specification prepared previously. Having completed the works, the Client and the Supplier immediately received a notification about their results, and the faulty components were separated.
- We systematically reported the results of the conducted controls in order to provide reliable information base to the Quality Department.

**Result**

- Operations of Exact Systems disciplined the supplier of the Client.
- We conducted interventions on the dates determined by the Client.
- All components recovered and directed for production were fully effective.
- Thanks to the actions undertaken by us, the Client avoided costs of ceasing production.
- After the intervention the quality of supplies increased.

**Selected references**

**General Motors**

"The Exact Systems team is focused on quality thinking and puts effort in performing good outsourced service."

Waldemar Hein
Incoming Inspection Coordinator

**Whirlpool**

"Quality control, sorting parts and components and their eventual rework is one of the many cooperation with our suppliers significantly improves the quality of our products."

Paweł Olszewski
Supplier Quality Assurance Site Supervisor

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**Client**

Our Client is a part of a global corporation designing and delivering subassemblies and automotive components to manufacturers of passenger cars and light trucks. The plant specializes in the production of jacks for car windows, locks and tie rods. Due to the high quality of their products, the plant has been a valuable automotive supplier for many years.

Complaints received by our Client were the first signal of faulty production for them. Due to a distant location of the final Client, the supplier was not able to immediately send new and compliant components which constituted a threat of ceasing the production line of the recipient. Consequently, the Client would be charged with the costs and it would cause damage to their reputation. In order to eliminate the risk, our Client turned to Exact Systems for help.
**Challenge**

- Manufacturing the tape is a multistep and complex process, which consists of numerous operations.
- Response to the advertisement submitted by the final Client required from us a specific knowledge of the production process in order to verify the problem and qualify the fault.
- To effectively undertake actions in order to separate the faulty tapes, we had to get to know the product and have access to specialized measuring and controlling equipment.

**Solution**

- From among the Exact Systems controllers one person fulfilling all the requirements of the Client was selected. The requirements were as follows: technical education, knowledge of a foreign language, ability to operate measuring and controlling equipment.
- The Selected Resident underwent two-week training at the production plant of the French supplier.
- At the end of the training there was a theoretical and practical test which verified whether the assumed goal was achieved – knowledge of possible quality problems, reasons for their occurrence and solutions.
- The Resident was additionally equipped with controlling devices (e.g. Crockmeter – necessary to measure the color durability).
- After the training the Resident was treated as an employee of the supplier and he was informed about any problematic situations.

**Result**

- Thanks to the possibility of an immediate reaction and problem solving on site, we significantly limited the risk of damage to reputation. We also minimized the risk related to ceasing production of the final Client.
- Since the moment of introducing the Resident responsible for representing the supplier’s interests, the Client noticed that less problems occurred and the quality of the delivered tape increased.
- We eliminated time-consuming and expensive selections of the entire lot. The Resident and his team of controllers fulfilled the requirements of the Client.
- We achieved a decrease of costs and time committed to visits at the Client's factory.
- We reduced the costs of scrapping by optimization or repair.
- We decreased the number of complaints and PPM ratio.

**Selected references**

- Bosch
  
  "Our co-operation has been growing and due to that fact I strongly recommend you to try The Exact Systems organization's skill in terms of quality problems solving."

  Gunnery Golseven
  Supplier Quality Section Manager

- Boschoku
  
  "Exact Systems is an effective tool in the daily struggle for quality and their cooperation with our suppliers significantly improves the quality of our products."

  Andrzej Pietak
  Quality Manager
**Challenge**

- Together with the Client, we had to face constantly increasing demand for competencies in the field of software testing within different projects and services.
- It was necessary to gather scattered testing competencies of the suppliers and create one integrated service.
- In order to correctly perform the task, we also had to take over the responsibility for complex creation of teams of specialists (conducting recruitment processes, recommending specialists, introducing them to projects, quality control of provided services) who fulfill the Client’s requirements and implement their tasks.

**Solution**

- We recommended a testing team manager and a testing leader who were responsible for the implementation of tasks assigned by the Client within their projects and services.
- We took over the entire recruitment process, conducted in cooperation with the manager and testing leaders on our side.
- We established IT Kontrakt Testing Academy, the students of which constituted a natural source of personnel considering the constantly increasing demand of the Client.
- We organized trainings and workshops for testers creating the team; the trainings and workshops were adjusted to particular needs reported by the Client.
- We created a separate Service Delivery Management Department for the Client, which was directly responsible for the quality of provided services within the framework of cooperating with the Client.

**Result**

- We independently managed the created teams within services and projects for the Client.
- We took responsibility for the implementation of the testing services in a selected area.
- We were responsible for the recruitment processes conducted within the framework of testing services. We reduced the Client’s effort in this area to zero.
- We optimized communication with the Client. In the layer of account management and team management, the responsibility was taken over by leading managers responsible for delivering specific solutions.
Hewlett-Packard

Hewlett-Packard Company (HP), is an American company with their registered office in Palo Alto in California. In 2010 the second largest IT company in the world regarding turnover. They are a manufacturer of personal computers, servers, printers and polygraphic devices, as well as a provider of IT services. In 2010 the company employed approx. 324 thousand people throughout the world.

Hewlett-Packard has been operating in Poland since 1991 in three locations: Warsaw, Wroclaw and Lodz. Among the most significant investments there is HP Global Business Center in Wroclaw, in which more than 2 000 specialists are employed, who serve clients from the entire EMEA region.

The company pay a lot of attention to activities in the field of employer branding and to in-work benefits for their employees. One such tools is ensuring nursing and physiotherapy during sickness for the employees’ families. Hewlett-Packard turned to People Care for help with introducing such a project in Wroclaw.

Selected references

CUBE.ITG

„Due to the fast reactions and flexibility towards our employees’ needs, our collaboration is highly successful."

Paweł Witkiewicz
Vice-President of the Management Board

Radisson

„Your availability and full professionalism from the presentation of the offer to the implementation of the first service and its settlement establishes confidence and confirms the relevance of signing the contract."

Paulina Kołodziejczak
Reception Manager

AN EXPERT AND A STRATEGIC HR ADVISOR

COUNTRY: POLAND
CLIENT: HEWLETT-PACKARD
INDUSTRY: IT
SERVICE WAS IMPLEMENTED BY: PEOPLE CARE

Challenge

- According to the Client’s request, we had to ensure care for the employees’ families immediately. An application registered before 6:00 p.m. has to result in providing care in the morning the next day at the latest.
- The Client had high requirements towards the recruited personnel: many years of medical experience, knowledge of foreign languages, experience working in pediatric and geriatric wards, personal predisposition to work with patients and mobility.
- The Client required full access to personnel for all participants of the project without any time limitation.

Solution

- We introduced a methodology for the management of the project. Its standards provided for the establishment of so called Single Point of Contact in the form of a dedicated coordinator and dynamic management of the medical personnel base on People Care.
- We cared for the information flow between the Client and us. During the whole period of introducing the project we obtained information and assessment on the cooperation. We also conducted ongoing reporting of the service development.
- The medical industry is a network of professions which require higher social trust. It is especially important when it comes to leaving the loved ones under nursing care in employee’s house. In order to help the Client’s employees to trust our specialists, we introduced a communication system with the people who were interested. We introduced – among others – informative meetings for the participants of the program, where they had a chance to get to know the medical personnel of the People Care database.

Result

- We significantly limited the absence of the Client’s employees. Their availability to the employer increased on average by 12 days annually.
- For the purposes of the project 40 people working as specialized medical personnel provided professional care for a group of 180 people.
- We obtained a statistical reaction time of 3 hours from the moment of notification about the need at the Client.
- The high quality of provided nursing services impacted very high valuations of the program from the beneficiaries of the program and their families. General satisfaction levels of Hewlett-Packard employees increased. The Client strengthened their image as a responsible employer.
- Thanks to the project beneficiaries’ satisfaction the Client decided to extend the cooperation with People Care, including additional people in the project and increasing the package of provided benefits.
Personnel costs can make up even 65% of all operating costs. They include a wide range of invisible costs associated with rotation, absence, decrease in efficiency, the need to take on and train new employees. They also include the costs of extra hours, unsuccessful recruitment and lost gains.

This is when it is worthwhile to think about turning to Work Service. Every day we work to improve business. We tell our partners what they should do to optimize personnel costs and achieve competitive advantage. Our best consultants work for 3,000 clients in 12 European countries.

We can guarantee a 10% reduction on the personnel costs thanks to the use of advanced HR solutions. Our offer is unique on the market.

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