



How Impact Reduced Turnover and Boosted Productivity in a High-Demand Manufacturing Setting



CLIENT INDUSTRY

Manufacturing

OUR EXPERTISE

Contingent Workforce Management

CHALLENGES



Workforce Model Imbalance

The client's workforce model skewed heavily toward temporary labor (63%/37% direct/temp), causing dissatisfaction and instability among employees.



High Turnover Rates

Employee dissatisfaction manifested in turnover rates exceeding 65% monthly, severely hampering operational efficiency and productivity.



Low Attraction

The client struggled to attract qualified talent in South Carolina's competitive environment due to inadequate benefits, resulting in slow and costly recruitment processes.



High Costs

High turnover rates and challenges attracting qualified talent translated to high operational costs, slowing business development and growth.



Quality and Safety Gaps

Escalated costs imposed additional opportunity costs for operational excellence, leading to compromised quality and safety.

CONTEXT

A South Carolina manufacturing giant — with over 40 years of operational history — sought solutions for employee turnover rates exceeding 65%. Here's how Impact Workforce Solutions helped this manufacturing business drive up retention, cut operational costs, and improve on-site quality and safety.

SOLUTIONS

Impact Workforce Solutions initiated a comprehensive investigation, utilizing focus groups to unearth the root causes of retention and engagement issues.

Core2 and Employee Benefits

We implemented our Core2 program, which marries our employer of record (EOR) services and retention solutions. This initiative facilitated a strategic transition from a 63%/37% (direct/temp) workforce model to a more balanced 50%/50% model. Core2 enhanced employee benefits — improving employee satisfaction and talent attraction — while lowering labor costs overall.

Operations Management

We provided on-site operations managers and shift supervisors to bolster employee engagement, streamline processes, and improve operational excellence.

RESULTS

RETENTION

Turnover plummeted from 67% to 9%.

COST SAVINGS

- \$876,000 in savings for training and turnover for every 100 employees
- \$800,000 in savings within the first year of implementation
- \$192,000 in hard-cost avoidance within the first year of implementation

OVERALL

- Lower overall labor cost
- Improved retention
- Lift and shift of liability and risk
- Lower administrative burden for selection, onboarding, and management of first-year talent

9%

Turnover

\$876k

Savings

SUCCESS

The implementation of Impact's Core2 program significantly enhanced stability, engagement, and productivity for our manufacturing client. Core2 not only resulted in substantial financial savings but also provided the client with increased flexibility and scalability for future growth. This case demonstrates how Impact Workforce Solutions delivers tangible improvements in workforce management across manufacturing operations.



Tackle turnover, enhance productivity, and redefine workforce efficiency in your manufacturing operations. Visit [ImpactWS.com](https://www.impactws.com) today for more insights.