



CASE STUDY

PROJECT-BASED GROWTH

Qualified Staffing solution development and results for companies experiencing project-based growth challenges.

The Challenge

Our client, a large surveying call center company was expanding their call center services to service industries beyond their original sector. With this growth, they found themselves lacking the workforce volume and time capacity necessary to take on new projects.

Key Problem Areas:

- Increase temporary workforce by 50-60 employees per new project launch
- Meeting contractual SLA's
- Recruiting efficiencies
- Retention and cost control issues

About Us

Qualified Staffing was founded in 1988. Since that time, the company has experienced significant growth both in services offered and our geographic footprint.

SERVICES WE OFFER

Direct Hire • Contract • Temp-to-Hire
Managed Staffing • Temporary Staffing

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📍 Corporate: 5361 Gateway Centre, Suite A, Flint, MI 48507

Solution Process

Development of a strategic partnership with Qualified Staffing to support their substantial growth periods following new project acquisitions.

- 1 Creation of a transparent, contingent workforce program to allow easy workforce adjustment per project needs.
- 2 On-site account manager to act as employee/client liaison for implementation of callback program, start dates, work scheduling, and on/off-boarding.
- 3 Utilization of local Qualified Staffing branch resources to continually source and pipeline new candidates.

Results

As a result of the changes implemented in our client's workforce strategy, Qualified Staffing successfully achieved multiple accomplishments. By implementing standardized rates, we effectively controlled costs and enabled our client to experience immediate savings. Additionally, we identified further cost savings through program retention, the utilization of technology, and the establishment of standardized recruiting practices and processes tailored specifically to our client's needs. Consequently, our client was able to meet all contractual service level agreements for each of their projects while maintaining an appropriate headcount. With this proven model, our client now possesses the confidence necessary to pursue expansion into new markets.