



SUCCESS STORY

Challenge

A market-leader in document storage, imaging and information management in Southern Africa was faced with a workforce that had become over-inflated and costly as a result of low productivity and performance levels. The output levels did not justify the costs and labour quality fell short of the expected Key Performance Indicators.

Approach

Drake management partnered personally in the day to day operations of the site. Drake succeeded in not only reducing headcount but at the same time increasing the staff's output levels. Measures were put in place to manage time & attendance, discipline and productivity. Poor performers were identified and managed, and through natural attrition, the overall calibre of staff increased considerably, effectively exceeding all expectations the client had.

Solution

In depth Needs Analysis and Problem-Solving studies resulted in the development of tailor-made Standard Operating Procedures. Fair and consistent application thereof resulted in:

Productivity Improvement+ Performance Improvement = Profit Improvement.

Drake International succeeded in providing the client with staff who were better equipped and were able to produce accurate work product on a consistent basis. This produced positive growth for the company and the meeting of essential KPI's.

KEY SUCCESSES



Reduced Operating Costs by 7%

By offering competitive rates cost margins were reduced by 7% while increasing Performance and Productivity.



Reduced Wage Cost by 35%

A higher calibre workforce reduced headcount by 30%, wage costs by 35% and removed the need for overtime while securing the retention of top performers.



Increased Performance & Productivity

With Drake managing internal processes and ensuring compliancy, an overall contentment in the workforce is evident, allowing the client to focus on exceeding KPI's and growing market share.

People | Productivity | Performance