



# How Effective Staffing Improves Manufacturing Productivity



**TERRA**  
STAFFING GROUP

# Staffing Case Study: R&D Plastics and TERRA Staffing Group

[R&D Plastics](#) is a plastic injection molder and engineering company that supplies plastic parts and components to manufacturers world-wide. To maintain their position as a high quality, low-cost supplier able to respond quickly to their customers, they needed a staffing strategy that simplifies their hiring process without sacrificing productivity and high-quality output. Production demands can change rapidly and fluctuate based on customer demand so they also needed a staffing solution that allowed them a high level of responsiveness and flexibility. That's when R&D Plastics came to TERRA Staffing Group to take on the staffing of their manufacturing roles.



# Highlights for R&D

In the 2019 calendar year, TERRA Staffing Group fulfilled hundreds of contract assignments to R&D Plastics. During that time, product defect rates plummeted, on-time delivery rates nearly doubled, and the turnover rate was a small fraction of the U.S. average.

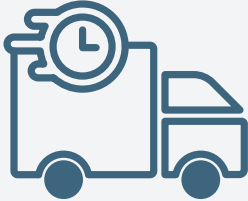
Some of their results include:



**860**  
contract assignments  
fulfilled



Product defects has  
decreased by  
**more than 90%**



On-time-delivery  
has gone from  
**52% to 92%**



turnover rate was  
decreased to  
**3%**



**97.2%**  
successful assignment  
completion



R&D Plastics improved  
**Productivity  
Numbers**



## The Challenge

As a smaller company with a lean Human Resources department, R&D Plastics had several specific staffing challenges. Competing with larger companies in a region with low unemployment meant more competition for qualified staff, and other staffing suppliers just weren't delivering the outcomes they needed.

R&D Plastics was making do with an underwhelming staffing supplier and were reluctant to rely on another staffing service to help them meet their uncompromising production goals. With previous staffing agencies, they had been supplied low-quality workers. Very few of these workers converted to full-time employees.

For a small manufacturer that needs high-quality output to stay competitive, they couldn't afford to staff their business with low-quality workers or to be caught short-staffed.

## The Solution

TERRA Staffing Group was introduced to R&D Plastics by a key executive in the company who had worked with TERRA at a previous employer. He knew that TERRA could develop and execute a staffing strategy to get them the outcomes they needed.

TERRA Staffing Group started by establishing the key metrics and outcomes that would determine success in this partnership. What would a successful relationship look like, in the eyes of R&D Plastics?

The second consideration was establishing what their prospective employees would be doing, and what hard skills and soft skills were required to do the job effectively. TERRA Staffing Group got to work creating a success profile for the roles they would be staffing so they could select the right fit.

Just as important, TERRA needed to create a compelling message to attract talent. They needed to demonstrate to workers that R&D Plastics was an attractive place to work. The staff at R&D Plastics is very supportive of their employees, and maintained a uniquely safe and inclusive work culture. Raising awareness of the outstanding culture at R&D Plastics made the job desirable to TERRA's qualified talent pool. In time, R&D Plastics trusted TERRA Staffing to perform all interviews for prospective employees.



# The Results

Of the 860 contract assignments at R&D Plastics in the 2019 calendar year, 97.2% ended successfully, which means the employee completed the full length of the assignment and met performance expectations. Less than 3% of employees turned over in the past year.

“The level of service provided by TERRA is excellent. The attention to detail and the drive to make things better is what sets TERRA apart. We have maintained a turn over rate of less than 3% for over a year and still the team at TERRA Staffing work hard to improve that number. This constant drive to improve is what I respect most about TERRA... I am extremely happy and cannot think of anything I would recommend to change.”

- [Matthew Barnett, General Manager at R&D Plastics](#)

TERRA Staffing Group took charge of R&D Plastics’s staffing and empowered them to hit their numbers, with great retention rates, and a fleet of happy supervisors and employees. On the staffing side, TERRA’s Jenifer Lambert had the following to say about working with R&D Plastics:

“The partnership with R&D Plastics is exactly the type of relationship we look to form with our clients. R&D relies heavily on staffing to meet their commitments to their customers. They need a partner they can trust to make great hires, keep their production department adequately staffed and handle all of the details of onboarding and managing their contingent workforce.

We understand what a responsibility and privilege it is to be entrusted with this piece of our customer’s business and we take that responsibility seriously. Matthew and his team count on us and we will do whatever it takes to deliver the outcomes they need.”

- [Jenifer Lambert, Chief Revenue Officer at TERRA Staffing Group](#)

Since changing their staffing strategy 2 years ago:

- On-time-delivery has gone from 52% to 92%
- Product defects (as measured in returns) has decreased by more than 90%

# Work with TERRA Staffing Group

If you're tired of underwhelming staffing agencies that supply hit-or-miss quality, you should experience the difference TERRA Staffing Group can make. Unlike other staffing agencies, TERRA won't settle for mediocre results when better is possible and we work diligently to align our processes and deliverables with the needs of our clients.

Contact TERRA Staffing Group today for a company that goes beyond simply supplying staff to truly owning the outcome.

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