

## quest employment

### Business Sector - Recruitment

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Quest prides itself in a proven track record of delivering managed recruitment services to an extensive portfolio of clients across a wide range of industrial and commercial industries, including distribution centres, food manufacturers, warehouses, call centres and retailers.

Quest's success is built on effective communication, close collaboration with clients' day-to-day operations and transparent management of its temporary workforce using leading edge time and attendance technology.

Tony Shingler, Sales Director at Quest Employment, says: "At the start of each contractual agreement we sit down with the client to gain an in-depth understanding of their recruitment strategy. From this we identify 'critical success factors' and then introduce a series of measurable Key Performance Indicators (KPIs) to define performance.

"A client's output levels may have been impacted in the past by high staff turnover rates caused by poor punctuality and the need to constantly train new staff. By determining 'critical success factors' at the earliest opportunity we highlight potential areas of improvement and put in place a bespoke programme with measurable KPI objectives.

**“ Our ‘partnership’ approach is all about going the extra mile for clients and taking full control of the recruitment cycle, reducing the time clients need to spend on administration duties whilst ensuring our supplied workforce enables clients operate profitably. ”**

**TONY SHINGLER,**  
SALES DIRECTOR QUEST EMPLOYMENT



# CASE STUDY



“In this case we might implement an attendance scheme to improve both punctuality and attendance levels of supplied staff, introduce specific training programmes to keep staff motivated and introduce a set of KPIs that we monitor on a daily basis to enable us to meet agreed targets.”

Quest carries out monthly review meetings with clients to discuss the performance of its workforce and KPI progress. As well as tracking every day issues such as health and safety strategies and inhouse performance.

“Regular communication with clients allows us to gain a firm understanding of their objectives, values and culture so we can align the recruitment process to their goals.” Adds Tony Shingler.

As part of Quest’s contractual service agreement, time and attendance technology is installed on client sites, enabling the monitoring of agreed performance levels. This allows Quest to manage every aspect of their client’s workforce issues, and provide effective, reactive decision making, as well as measureable KPI reporting.

Tony Shingler says: “Time and attendance technology enables us to integrate and centralise the management, administration and payment of our workforce so we can provide a full audit trail of the recruitment process and client expenditure.

“Using the data we measure and report back on recruitment issues such as attrition rates, staff retention, absences, cost per hire and overall job costs, which are monitored and analysed on a daily basis to assess effectiveness.

“We don’t want to occupy valuable client time dealing with errors or crediting discrepancies,” adds Tony Shingler.

“Our streamlined process eliminates reliance on paperwork and takes all the pressure and responsibility for recruitment, staff relations and payroll away from the client, so they can focus on their business.

“We’re able to eliminate manual timesheet errors caused by time fraud and inaccuracies. By consolidating the payroll process we reduce time spent reconciling manual timesheets, and provide clients with one accurate invoice based on statistical information.

“Our ‘partnership’ approach is about going the extra mile for clients and taking full control of the recruitment cycle, reducing the time clients need to spend on administration duties whilst ensuring our supplied workforce enables clients operate profitably.”



For further information on any of the software mentioned in this case study, Call **0121 773 7222** or visit **[www.vanquish-ips.com](http://www.vanquish-ips.com)**