

# Global logistics and transportation company improves hire quality

*“Without (CareerHarmony’s Assessment Solutions), we would not have accomplished this much in such a short time. We saw significant per-person profit growth.”*

## The Challenge

For this leading global logistics and transportation company, effective couriers, customer representatives and line managers were critical to business success. Identifying candidates likely to be high performers and ensuring consistent performance standards was fundamental to maintaining and growing its global status. Maintaining corporate values in every country of operation was a high priority, but the company was experiencing high turnover in these roles, so they sought help to:

- ✔ **Identify** qualified candidates and high performers
- ✔ **Increase** employee effectiveness and productivity
- ✔ **Ensure** consistent global performance standards and corporate values
- ✔ **Reduce** turnover and hiring costs

## The Solution

Our assessment solutions provided the versatile multinational, multilingual recruitment solution needed to screen and assess high volumes of candidates for recruitment efforts across Asia Pacific. The courier, customer representative, and line manager candidate testing modules were customized with local norms to reflect cultural differences among the company’s various national operations. Not only was the system accessible from each of the company’s regional offices, but the company had the flexibility to locally validate its ability to predict top performers and to integrate its own selection composites and norms. Once all applicants completed the relevant screening session, the top 30% were invited for further in-depth assessment and an interview. The company could then easily review both assessment results and interview recommendations to make hiring decisions.

*(With CareerHarmony) the money spent pales in comparison to the benefits... our study shows a very high return on investment. Most importantly, we look forward to continued success, as this system will help us hire only the best.*

## The Results

The company met recruitment objectives and enjoyed significant performance gains after implementing our assessment solutions:

- ✔ The couriers, customer representatives and line managers hired performed better than previous hires. **Employee performance improved from 15% up to 25%.**
- ✔ Using the Schmidt and Hunter 1998 formula, a **\$4,843 financial gain** was achieved per person hired per year on the job.
- ✔ By revealing regional competency level variations, **operational strength and weakness were identified**, providing direction for additional training in company standards and values.
- ✔ Identification of candidates with **highest suitability scores** enabled their placement in a two-year career path to supervisory/managerial roles.



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