

Client Work

Case Study I

Honeywell

Abstract: Career RPO, one of Career International's subsidiary company is the first recruitment specialist in the China market to develop, introduce and apply the concept of recruitment process outsourcing (RPO).

- The transition, transformation and delivery of integrated end-to-end processes across the complete resourcing and recruitment life-cycle.
- RPO is more than simply changing who is operating the recruitment function, it is a long term strategic and “on the ground” solution.
- It delivers significant benefits when compared to traditionally managed service, master vendor, or preferred or sole supplier relationships offered by recruitment companies.

The Business

- Honeywell is a diversified technology and manufacturing leader, serving customers worldwide with aerospace products and services; control technologies for buildings, homes and industry; automotive products; turbochargers; and specialty materials.
- Career RPO began working onsite November 2006
- Managing approximately 400 positions in 2007
- Implemented long term flexible resource pool dedicated to Honeywell. Delivering a consistent high quality service whilst managing fluctuations in demand.
- Updated all requisitions and candidate information into Honeywell's talent management system, enabling extensive reporting.

The Challenge

- Massive investment in R&D planned
- To not increase internal head count
- Substantial early hiring needs
- Reduced hiring program to be implemented
- Hiring needed to be in line with global best practice, despite local restrictions
- A need for HR staff to focus on more strategic issues
- To improve the limited internal processes and technology
- To create a “Neutral” employee brand awareness

The Solution

- Create brand awareness campaign
- Create internal referral incentive and other “low/no” cost hiring solutions
- Use of existing, extensive specialist candidate database as a platform to commence the hiring program
- Introduce a team of “in house” and “off site” recruitment specialists to source, screen and pre-qualify
- Technology solution to deal with all applicants in line with global HR policies

Results

- Increased hiring by 12 successful candidates each month
- “Lead time” decreased from 50 to 20 days
- Interview to hire ratio reduced from 4:1 to 2.5:1
- Completion of annual hiring plan on time
- Increased internal referrals from 10% to 22%
- Increased hiring through “traditional” channels from 8% to 15%
- Improved internal employee satisfaction for recruitment process from —ve 4 to +ve 5

To discuss our services further,
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About Career RPO:

Career RPO is a new brand developed under the flag of Career International. It became the first one in local market who introduced and successfully applied the concept of recruitment process outsourcing (RPO).

Thanks to the team's experience and foresight, Career RPO has developed strategic partnerships with top recruitment technology and service providers in the world. The achievement of serving its first-tier clients in consolidating their in-house recruitment process and resources, has made it possible for RPO to develop its business model and to continue its performance improvement by developing better tools and vehicles for its clients in the future.