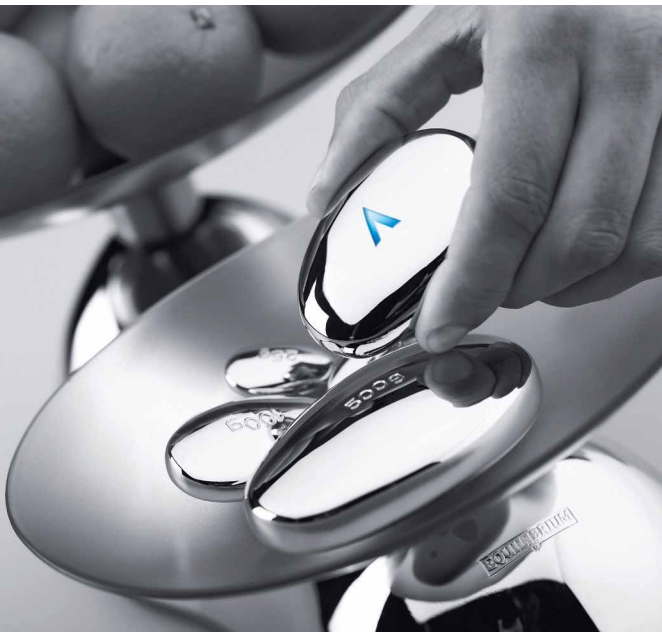


Balancing cost, quality and service delivery at Littlewoods



Working with a large number of recruitment agencies can create an imbalance on the time and effort needed to manage a large number of relationships. Blue Arrow Managed Services can give you back the stability you require and achieve a true balance between costs, service and delivery.

A master vendor solution with the added support of an on-site managed service will give you back the control and balance you require. A master vendor solution with on-site support means appointing one lead supplier who will work for you and who fully understands your current and future business needs. They can supply the majority of your recruitment bookings to your exacting requirements and manage a panel of support suppliers to similar margins and high standards.

100% fulfilment of vacancies to your timescales and standards makes commercial sense. You gain the control of your recruitment strategy and are likely to see a significant saving in direct and indirect costs.

Our successes

Blue Arrow Managed Services have experience of working for clients and managing master vendor relationships. Turn over to find out how we successfully:

- ▲ Manage the national master vendor contract for Littlewoods Group
- ▲ Reduced costs by £400,000 in the first year through consolidating agency margins

we work for you

Managed Services

blueArrow

Reduced costs by £400,000

As part of a group-wide exercise to improve efficiency Littlewoods Shop Direct Home Shopping Limited had identified that maintaining an exclusively permanent workforce in a highly seasonal business was not cost efficient.

Littlewoods decided that one recruitment company should be appointed to manage all temporary staffing for their warehousing and distribution network. Littlewoods required a truly flexible staffing model that could effectively react to customer demand in short timescales and with minimum disruption to their business.

Blue Arrow Managed Services were chosen because of our proven ability to offer a needs based solution. We established a national 'master vendor' arrangement for Littlewoods to manage their day-to-day recruitment needs and the 1,500 temporary workers required in peak-times. This consists of on-site teams at five of Littlewoods warehousing locations who also support 60 delivery depots throughout Britain.



“ The excellent working partnership we have with Blue Arrow Managed Services has delivered significant benefit to the operation of Shaw NDC. Their reliable supply, often at very short notice, of high quality labour, delivers financial benefit, increased flexibility and better enables us to improve the service offer to our customer. The support of full time managers on-site, and their integration into our management team, make this relationship an integral part of site operations. ”

Andrew Sinfield
General Manager
Littlewoods Shaw National
Distribution Centre

The key results were:

- ▲ Reduced costs of £400,000 each year through consolidating recruitment agency margins
- ▲ Integration between our payroll system and Littlewoods time attendance system
- ▲ Improved quality and cost effectiveness of workers through a robust and consistent selection process
- ▲ Implementation of a centralised ordering and billing consolidation system
- ▲ 98% of bookings are filled within a guaranteed lead time

The key benefits to Littlewoods were:

- ▲ Additional cost savings on top of the £400,000 by rationalising the usage of recruitment agencies
- ▲ Financial control - Littlewoods are now better able to maintain control over costs
- ▲ Redeployment of management resources to concentrate on core HR activities
- ▲ One point of contact makes their job easier and has enabled a close strategic partnership to evolve

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