

RECRUITMENT
PROCESS
OUTSOURCING

BUSINESS
PROCESS
OUTSOURCING

CONTINGENT
WORKFORCE
OUTSOURCING

HUMAN
RESOURCES
CONSULTING

CAREER TRANSITION
& ORGANIZATIONAL
EFFECTIVENESS

EXECUTIVE
SEARCH

THINK OUTSIDE.

supply chain, warehousing,
and manufacturing solutions

Everything you need from one source—
people, process, and industry expertise

Real solutions for real challenges

Companies are constantly tasked with doing more with less, increasing productivity, improving quality, decreasing costs, and reducing turnover. In warehousing and manufacturing environments, stabilizing and optimizing your operation is critical to best in class performance, customer service, and your bottom line.

For more than six decades, Kelly Services® has partnered with companies of all sizes to address their workforce challenges. Our supply chain, warehousing, and manufacturing solutions integrate operational management oversight with our core staffing expertise to increase productivity and reduce overall costs.

Consultative, collaborative, and committed to client success

Our Business Process Outsourcing (BPO) practice has a team of experts with decades of hands-on experience in warehousing and manufacturing operations readily available to take on the client's business challenges as their own. We consult with clients to understand their pain points and priorities, and work in collaboration with them to architect a solution that ensures they will achieve their operational goals. Based on the client's performance expectations, we will customize a solution using our "arrive" process.

Our **Global Implementation Services** team (GIS) manages the transition from current state to the desired future state with a focus on seamless integration. Certified implementation managers apply industry-leading change management and risk mitigation methodologies.

Look no further. One source for people and process expertise.

With a strong background in manufacturing and workforce management, our solutions are comprehensive, incorporating lean thinking, operational expertise, and top talent from a single provider. Kelly® delivers full operational management and the talent you need to any warehouse and manufacturing environment.

Warehouse and distribution center management

As an alternative to 3PL or manufacturing subcontractors, our solutions enable you to maintain focus on what's most important to you. As an on-site partner, we uphold the integrity of your operation, streamlining the transition and allowing you to retain the control you require while maintaining necessary separation of duties to protect against potential co-employment concerns.

assess

assess current environment through due diligence and evaluation

review

review current state finding and initial recommendations with client

refine

refine solution framework through collaboration with client

introduce

introduce fully architected future state solution to client

validate

validate solution design and transition plan with client

execute

execute all elements of client-specific solution

Manufacturing and production operations management

We'll take on the production outcome responsibility and seamlessly integrate into your processes to deliver full service production operations management.

Our BPO solutions for supply chain, warehouse, and manufacturing address any or all of the following based on your specific needs.

Manufacturing

- Contract assembly and packaging
- Manufacturing engineering services
- Preventive maintenance programs
- Quality systems management
- Industrial and facilities engineering
- Process re-engineering
- Fulfillment (pick and pack)
- Manufacturing supervision
- Material movement
- Safety programs

Receiving

- Inventory management
- Material management
- Quality systems management

Shipping

- Logistics planning
- Finished goods management
- Export management
- Dunnage management
- Pick to order

Other

- Forklift certification programs
- Staff training

Flexible pricing options

While each operating environment and client scenario is different, we are committed to improving the operating margin. That's why we offer flexible and custom pricing models that align with various business needs. Our pricing models include:

- **Cost plus**
- **Management fee**
- **Management fee plus variable cost**
- **Transactional (CPU) pricing**

Delivering predictable work outcomes—here's how we do it

Our Business Process Operating Methodology is the foundation of our service delivery, addressing talent retention and motivation, and process and operational efficiency, with an eye on increased productivity and lower operating costs. The five-point model includes:



Lean thinking – A method of eliminating waste through process flow.

Total quality management – Aligning people, processes, and management systems to ensure compliance with client objectives.

Performance management – A standardized system to manage employee performance and achieve client expectations with programs that promote career development and employee satisfaction.

Communication – A standardized system for providing key information to all levels of an organization in a timely and effective manner.

Continuous process improvement – A program that promotes continuous, incremental improvements throughout all aspects of the business function.

Our BPO solutions increase productivity and add value through:

- A stabilized workforce, reduced turnover, and talent retention
- Employee development and advancement strategy
- Safety program development and ownership
- Value stream creation and/or validation
- CPI and Lean events
- KPI and SLA creation and monitoring
- Reduced training, overtime, and downtime
- Client FTE utilization improvements

Let us partner with you

Let us design a solution that best aligns with your operational goals and objectives. Get more information and contact a BPO solutions consultant at kellyocg.com today.

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