



# mondelez implementation.

Randstad Inhouse Services (RIS) was awarded the opportunity to be the sole supplier of Packing and Warehouse staff to this new site in August 2020.

Mondelez International is one of the world's largest snack companies. With operations in 80 countries worldwide they employ more than 80,000 employees who manufacture and distribute products that are consumed and enjoyed by people all over the world.

RIS has a long-standing working relationship with Mondelez International that has spanned close to a decade and even longer, prior to the inception of the Mondelez International brand, with the legacy companies.

The success of this partnership along with our complete service offering in the Australian market allowed RIS to be in consideration to be selected as the sole supplier to a new Greenfields Mondelez International site based in Melbourne's south-eastern suburbs.



# mondelez case study

## solution

RIS is a solution that has decades of experience in the supply and management of large workforces. We identified that our in-house model was the perfect solution for the Mondelez International business.

After getting a thorough understanding of the Mondelez International business and reaching a consensus on Service Level Agreements, we put together a plan that would ensure the implementation of this new site was going to be a complete success.

The starting point to achieve this was to appoint an experienced Account Manager that would be based on-site on a full-time basis. They would be crucial in the process of recruitment and training, along with the management of employees.

RIS also appointed a Commercial Manager who would be responsible for overseeing the delivery of our commitments along with planning ahead with senior Mondelez International stakeholders to ensure we are always a step ahead.

Once our Account Management structure was established, RIS proceeded with setting up our state of the art technology solutions to ensure we were well placed to capture critical data from the very first day. As a result, we were able to present this to Mondelez International whenever it was called upon.

RIS prides itself on a human-centric approach, this underpins everything we do. We also understand that businesses that are well informed are best positioned to move forward. That is why we excel in capturing and presenting hundreds of metrics, even at a micro level, that would provide Mondelez International with the clarity to be able to move forward with.

## challenges

The challenges before us were clear, Melbourne was in the middle of a stage four lockdown due to COVID-19. This meant that Mondelez International and RIS were venturing into uncharted territory. To compound this, an initial forecast of 50 casual workers unexpectedly changed to 130 needed to begin with two weeks notice.

Recruiting 80 additional staff with the necessary skills and attributes within a two-week time frame in an environment that was new to everyone was clearly going to test the RIS model. Leveraging off our best in class technology solutions, our team was able to screen more than 350 candidates in a very short period of time. Due to this, they were quickly able to source and identify talent that met the requirements ensuring there was no disruption to production.

Another challenge that is common with a Greenfield site is not having the ability to look to trends or data from a previous time to predict peaks and troughs for the upcoming months. To counter this, we were quickly able to identify and adapt on the data generated on a day-to-day basis and build on this to ensure we were proactive in our approach from the very beginning.



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## result

In spite of the external forces contributing to a turbulent beginning to this project, RIS together with Mondelez International were able to achieve results that are truly outstanding.

During the first quarter of our partnership, RIS was able to fill 99.90% of all shifts requested by Mondelez International whilst managing an absenteeism rate of 4.97% and importantly backfill absent staff.

100% of all staff were compliant with all Mondelez International requirements which included GMP training prior to beginning employment.

82% of all starters were employed for more than 30 days showing a thorough understanding of the Mondelez International business and the supply of quality talent who are capable and able to add value from the very beginning. This has ensured that training and time to productivity have been kept to a minimum which has had a direct impact on driving down costs.

Whilst we are extremely proud of these achievements and the ability to support Mondelez International in this important new venture, we are continually seeking ways to further delight our customers. RIS thrives on setting the standard in delivering our clients more flexibility, higher productivity and efficiency, together with lower personnel costs.

We believe that these outstanding results are only just the beginning of our partnership and are actively seeking to ensure we push the boundaries of service, innovation and technology. We call this Human Forward.

## testimonial

Vijay Singh, Area Lead for Mondelez, says the company has partnered with Randstad to deliver a successful start-up in a brand new manufacturing site.

The Randstad onsite service support was instrumental in enabling the Mondelez team to ramp up and down labour supply during the fast-paced product and plant commissioning period. The capability build and cross-functional support between all departments have been essential to the site's progression and journey.

I look forward to the next steps in the future with the Mondelez and Randstad partnership.

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Vijay Singh  
Area Lead  
Mondelez