

# Glen Raven Custom Fabrics refines hiring process and develops talent pipeline

Frustrated with traditional hiring practices, Glen Raven Custom Fabrics LLC worked with the Tri-County Region to develop a skilled talent pipeline using ACT WorkKeys® solutions.

## RESULTS:



300  
positions  
filled



98.3%  
training  
success rate

## WORKFORCE SOLUTIONS USED:



## Finding trainable talent

### THE BUSINESS CHALLENGE

Located in Anderson, South Carolina, Glen Raven Custom Fabrics manufactures fabrics for the shade, marine, and furniture markets. In 2010, the company implemented an assessment process to improve their hiring practices focusing on employee fit.

Glen Raven needed to ensure that new hires had the foundational skills to be trained, the physical ability to do a specific job, and the behavior and safety focus that aligns with the company's work ethics policies.

Through the Tri-County Region, they turned to ACT WorkKeys.®

“

WorkKeys has been a consistent predictor of successful trainability for Glen Raven.”

### Dennis Jackson

Human Resources Director  
Glen Raven Custom Fabrics, LLC

# Enhanced hiring practices through community partnerships

## THE SOLUTION

Using the ACT WorkKeys® system along with other assessment tools, Glen Raven completed several job profiles that included positions in highest demand and with the highest turnover. They then incorporated the ACT WorkKeys® assessments as a part of their hiring process.

Through their partnership with Tri-County Technical College, Glen Raven engaged in stackable apprenticeship programs, hiring local mechatronics students from the college and providing on-the-job experience while they are completing their studies.

Upon graduation, these students are eligible to apply for full-time employment and to participate in the next-level apprenticeship program at Glen Raven.

“

Glen Raven values our regional partners that help us grow our own talent pipeline.”

### Dennis Jackson

Human Resources Director  
Glen Raven Custom Fabrics, LLC

## SEGMENT OVERVIEW

The Tri-County Region consists of Tri-County Technical College, Career and Technology Centers, K–12 schools, workforce agencies, vocational rehabilitation centers, adult education, and county economic development agencies.

“

You have to have a starting block and the NCRC is a great first step.”

### Stacey Thompson

Processing Technician II  
Glen Raven Custom Fabrics, LLC

# Employer results, individual impact

## OUTCOMES

In just four years, the results at Glen Raven have been remarkable. **With the nearly 300 positions filled, only 1.7% were unable to be trained.** Since the inception of the apprenticeship program, six students have taken advantage of the unique opportunity of working at Glen Raven while working toward the next-level apprenticeship.

The program has also had individual impact. Facing unemployment and a need to rebuild his life, Stacey Thompson was introduced to the South Carolina Manufacturing Certification (SCMC) program at Tri-County Technical College. He completed the ACT National Career Readiness Certificate™ (NCRC), which enabled him to enter the program and earn a scholarship. The program was the reset he was looking for to rebuild his life. In addition to gaining hands-on experience, Thompson also met friends in the program and found a camaraderie that helped him excel throughout the 200 training hours.

When he completed the program, he had several job offers. Thompson accepted a position at Glen Raven, a decision he says exceeded his expectations for employment. He is now continuing his training on the job, where he is responsible for maintaining the 200 machines that produce the company's products.

## ACT WORK READY COMMUNITIES



South Carolina was one of the inaugural partners in the ACT Work Ready Communities program and has all 41 counties leveraging the NCRC to close the skills gap and strengthen their region's economy. Glen Raven is a proud supporting employer of this initiative.

See what other counties are work ready at [www.workreadycommunities.org](http://www.workreadycommunities.org).