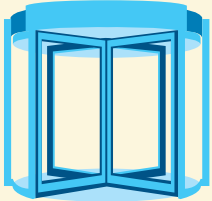


NCRC® helps select highly skilled applicants for high-tech plant

To quickly find the right high-quality candidates for its new production facility, CG Power Systems—a top transformer manufacturer—teams up with Workforce Solutions, from the assessment experts at ACT.

SHOCKING RESULTS:

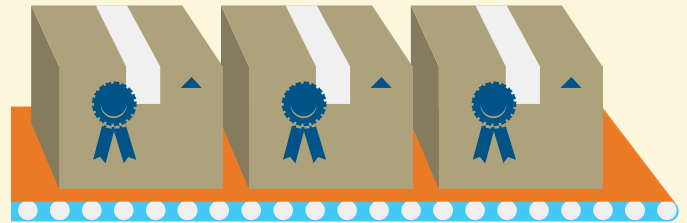


Below 3%
in turnover rate

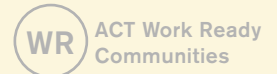
Increased
production quality



Reduced
training time



WORKFORCE SOLUTIONS USED:



How to hire higher quality

CG'S BUSINESS CHALLENGE

On the heels of 25 successful years, CG Power Systems was building a new plant to expand its transformer production. But these new transformers were highly technical products, requiring more sophisticated engineering than previous generations, and the new plant had many diverse positions to be filled—many that didn't previously exist.

CG was faced with the task of:

- » Hiring talented employees who had the necessary skills
- » Avoiding simply “grandfathering in” existing employees
- » Using an evidence-based, industry-recognized, and nationally portable skills credential
- » Getting buy-in from company management and union leadership

“

If we were going to build this new plant and take business away from our competitors, it couldn't just be 'business as usual!' We had to do something special, something unique, and make sure we were a step ahead.”

Mary Shofner
Human Resources Manager

Define the skills to find who fits

THE SOLUTION

CG Power Systems began by creating job descriptions for all the plant positions. Then, assisted by CG's manufacturing manager and training/employment specialist, an ACT-authorized job profiler helped establish the minimum qualifications for each position so applicants knew exactly what National Career Readiness Certificate™ (NCRC) level was required.

Online training and onsite testing options were made available to help prepare internal applicants. Once hiring began, CG found the ACT system to be an excellent way to reliably document skill levels, clearly define job needs, and quickly build the high-quality workforce that its high-tech plant needed.

“

When you put applicants through a stringent hiring process, you learn whether they take it seriously. That contributes to our very low turnover and our very high success rate. When people have to work hard just to get a job here, they take care of that job.”

Mary Shofner

Human Resources Manager

COMPANY OVERVIEW

CG Power Systems USA Inc. is a subsidiary of Crompton Greaves Ltd. (CG), one of the world's leading engineering corporations. Established in 1937, CG is widely recognized as a pioneer and leader in the management and application of electrical energy. The Washington, Missouri, plant manufactures transformers, one of the company's many turnkey solutions.

CG sees results

OUTCOMES

REDUCED TRAINING TIME

“It can cut down on waste, it can reduce training time, and it can tell you exactly where workers stand and the amount of time it might take to train them for a particular job. This system benefits everyone.”

Gerald Nickelson

Union President and
Low-voltage Set-up Operator

GREATER PRODUCTIVITY

“These are not routine assembly manufacturing positions. I would recommend this certification system to any business with complicated work tasks. You get a better-quality worker, and the workers are more efficient.”

Bruno Verelst

Manufacturing Manager

EASIER SKILLS GAP IDENTIFICATION

“If an employee is struggling, you may not know why. WorkKeys® scores can help you see where people may need to improve. It can help ensure that your workers have the right skills for the job.”

Mary Shofner

Human Resources Manager

BETTER BIDDING

“If they are talking to a potential customer [and CG] can say that their entire workforce is WorkKeys certified, it looks really good on a bid.”

Gerald Nickelson

Union President and
Low-voltage Set-up Operator

LOWER TURNOVER

“Our success rate is very good; in fact, it's phenomenal. We've only had one employee who met the minimum certificate level and didn't work out. That shows the return on our investment if our turnover rate is less than 3%.”

Brandy Brown

Training and Employment Specialist

OBSERVATIONS FROM THE PRESIDENT

“Implementing this certificate is probably the most significant thing we've ever done for our workforce. Six Sigma and Lean Manufacturing are important to success, but WorkKeys testing and the National Career Readiness Certificate will strengthen both our company and our people.”

Marc Schillebeeckx

President
CG Power Systems—
Americas Region

ACCOLADES

Missouri Gov. Jay Nixon awarded CG Power Systems the state's coveted “Innovative Industry Training Award” for implementing this credentialing system for plant expansion hiring.