

CASE STUDY: Overcoming Hiring Challenges And Improving Retention For A Large Global Pharmaceutical And Biopharma Contract Laboratory Services Organization.

Skill Sets Supported:

HPLC Analytical Chemists, Lab Analysts, Environmental Monitoring Technicians, Lab Managers, Lab Technicians, Principal Investigators, Scientists, Compliance Managers, Chemical Technicians, LC-MS Principal Investigators, GC/GC-MS Chemists, Project Managers, Sample Coordinators, NMR Research Chemists, R&D Method Development Chemists and IT Specialists.

Problem

The client needed to hire quickly but faced challenges recruiting and retaining qualified candidates, particularly for field technicians and lab technician roles.

- **Troubles finding qualified candidates:** The client faced significant challenges in sourcing and attracting suitable candidates for their field technician and lab technician roles. The required skill set, and clean background criteria made the recruitment process more difficult.
- **Turnover issues:** The company experienced a high turnover rate among their technical staff. This turnover not only resulted in frequent disruptions in service delivery but also imposed additional recruitment and training costs on the company.
- **Candidates failing drug screens and background checks:** Many candidates who were initially selected failed to pass drug screens or background checks, raising concerns about the efficacy of the company's screening processes and wasting valuable time and resources.

Astrix's Solution:

- Conducted an onsite meeting with the client and conducted a comprehensive tour of their facility in order to gain a thorough understanding of their day-to-day operations and establish connections with key team members.
- Implemented an improved screening process aimed at filtering out candidates who may not meet the necessary criteria. This involved explicitly asking candidates about their ability to pass drug or criminal background checks, enabling the early identification of potential red flags and effectively reducing the number of unqualified applicants.
- Developed a streamlined candidate pre-screening process to alleviate the burden on hiring managers, allowing them to save time by eliminating the need to review numerous resumes.
- Recommended and obtained access to hiring managers' calendars, enabling the scheduling of interviews on their behalf. This proactive approach significantly accelerated the hiring process.

Results:

- Reduced time to start to **1-2 days on average**.
- Provided qualified candidates within **1-3 days on average**.
- Had a **75% successful conversion rate** for contractors.
- New screening process resulted in a **81% offers to start rate**.
- Through our consistent good results, the client asked us to support their facilities in 6 different states.

