RETAILER CUTS HIRING COSTS 67%
EMPLOYEE SCREENING QUESTIONNAIRE - 2
A CASE STUDY

THE CHALLENGE

A leading retail client with over 900 locations was experiencing a significant increase in the number of applications for each job posting - an enviable position that afforded them the luxury of being very selective with new hires. However, the larger applicant pool resulted in an increased workload for their recruiting staff where each day was filled just "keeping up" with reviewing resumes and conducting phone and in-person interviews. There was simply no time to be strategic and objective in selecting the best candidates. This labor intensive process also

- Increased time to hire,

- Increased cost per hire (conservatively $1,100 per position - see table 1), and

- Was not resulting in better hires.

This organization had to find a valid, objective means of processing all of the applications while maintaining the quality of its hires.

THE SOLUTION

This client chose SIGMA's Employee Screening Questionnaire (ESQ2) as a critical component of their hiring process. Applicants are administered an online version of the ESQ2 with only those applicants receiving satisfactory scores advancing to the next phase of the selection process. The client was able to reserve their high cost hiring tools for their strongest prospects.

THE RESULT

As a result of the redesigned selection process, of which the ESQ2 was a critical component, the client was able to reduce both time to hire and cost per hire by an amazing 67% (see table 1). The client's Director of HR commented that "The resource savings from using the ESQ2 cover our testing costs for the year. This is without including the cost savings from hiring the right candidates from the start, which the ESQ2 does an excellent job of".

TABLE 1: COST SAVINGS		
	Without ESQ2	With ESQ2
Resumes Reviewed	100	20
Phone Interviews	30	10
In-person Interviews	5	3
TOTAL COST	$1,106	$360

Cost per Hire Savings
67% ($746 per position)

The cost savings from "hiring the right candidates" translated into an 80% reduction in theft in the first 4 months after the client implemented the ESQ2. The client's experience provides compelling proof that you can hire smarter and faster by adding science to your hiring process with the ESQ2.

To find out how easy it is to integrate the ESQ2 tool into your hiring process and experience the benefits of this powerful tool, contact us at 800.265.1285.

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