

## Recruiting Process Outsourcing for a Staffing Company

### OBJECTIVES

- Reduce recruitment spend by at least 30%
- Build a scalable sourcing engine offshore for recruiter needs
- Match quality and speed of a US based recruiter

### APPROACH



- Benchmarked a US recruiters performance
- Established key performance indicators and target time frames
- Open positions requirements were described in detail by US recruiter (UR) and sent to offshore recruiter (OR) using a sourcing sheet. This had all must haves/preferences documented in writing
- OR would source resumes from job boards/other databases
- Qualified resumes were uploaded on web tool for everyone to view
- UR would accept/reject resumes with feedback code
- UR and OR collaborate to clarify/change sourcing sheets if needed
- Weekly meetings held to discuss optimizing sourcing

### RESULTS

	Jan	Feb	March	April	2007 May	June	July	August
Positions Sourced	230	220	243	231	240	230	288	350
avg positions/day	11.0	11.0	11.0	11.0	10.9	11.0	13.7	16.7
Resumes sourced	1875	1747	2090	1815	1918	1933	2489	3034
Received Feedback%	98%	48%	94%	47%	29%	38%	97%	27%
>60%	92%	84%	95%	86%	69%	97%	95%	86%
40-60%	4%	11%	2%	7%	10%	3%	4%	3%
<40%	4%	5%	2%	6%	3%	0%	1%	11%

- A 4 person sourcing team was set up offshore. Each recruiter could source 3-4 positions daily (spending 2 hours/position) and could scale easily to 6 positions with a one hour limit on each position
- Positions were graded with a difficulty level which guided the recruiter to the number of resumes expected for each position
- Appropriately screened resumes were uploaded to a web portal
- Resumes were either accepted/rejected by US recruiters and graded with a code that provided instant feedback on the quality of sourcing
- **Average acceptance was >80% showing the high quality of sourcing**
- **Speed and quality of sourcing being equal, the offshore team operated at a 40% cost savings per month. This gave the client the ability to hire more client facing engagement managers and increase sales by 25% over 6 months.**

### ABOUT US

Source Pundit provides functional and operational expertise in global sourcing. Based out of offices in USA and India, we provide clients with analytical and practical advice on how to make offshore outsourcing work. Our scope of projects covers both IT, BPO and KPO. For more information on this case study please call us at 314-651-8714 or email [rajiv.chhatwal@sourcepundit.com](mailto:rajiv.chhatwal@sourcepundit.com)