



## Client

Ashley Furniture Industries – the world’s largest furniture manufacturer, with over 22,000 employees.

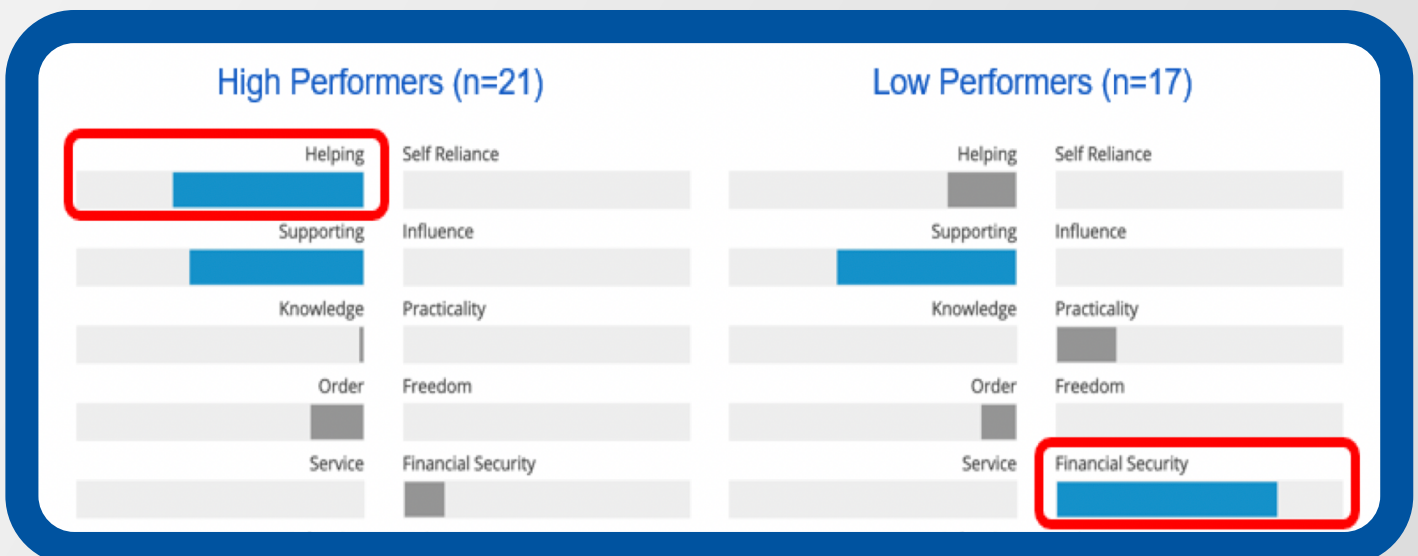
## Challenge

Employee turnover at Ashley’s manufacturing and distribution centers was extremely high (~**68% annually**), taking time and resources away from the business to devote to recruiting processes. This turnover also represented a high cost associated with recruiting and on-boarding hires that did not align with the company/ team culture.

## Approach

Ashley implemented the Humantelligence psychometric assessment at the start of the recruiting process-including current employees as well as candidates. With this performance data, Humantelligence derived a “High-Performer Profile” for bench-marking candidates. The combined data identified a strong correlation between the High-Performer Profile and retention.

### ***Upholstery: Motivators***





## Results

- Through the expedited process, a greater number of highly aligned candidates were selected, and fewer candidates with profiles displaying a high failure rate moved forward.
- In the first 3 sites (~ 30%), the turnover reduction has resulted in **\$1.4m** in savings, with full implementation projected to yield **\$3.6m**.
- The initial implementation using a high-performer profile for recruiting yielded a **10% reduction in early service turnover** (first 90 days) and **18% overall**.

ROI	
Cost of Hire	\$3,000
Number of Hires Saved	498
1 Year Projected Cost Reduction	\$1,493,795
Cost of HT	\$190,000
Return on Investment	\$1,303,795

PERIOD	TOTALS						
	TOTAL HIRES	TOTAL SEPARATION	%	TOTAL 0-90 DAYS	%	91+ DAYS	%
Before 52 Weeks	3,502	2,405	68.7%	1,964	56.1%	441	12.6%
After 52 Weeks Projected	3,795	1,907	50.3%	1,733	45.7%	174	4.6%
Comparison Full Year Projection	293	-498	-18.4%	-231	-10.4%	-267	-8%