

QUALITY. ACCOUNTABILITY. SUCCESS.

Proven processes for quality across the board in your start-ups and expansions.

AT A GLANCE:



This e-book contains an overview of HTI's Quality Department including our Quality Policy, our dedicated Start-ups, Training, and Transitions (STAT) team, and an overview of our project plan.

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EARLY IN HTI'S EVOLUTION,

we saw the value that our higher-end manufacturing customers placed on having a Quality function. Although the staffing and recruiting industry does not have that as part of their DNA, we realized to be able to continue to support our customers with a technical approach and ensure we exceed customers' expectations, we would need a Quality function independent of Operations. To this day, HTI's Quality function has an important voice, both in how we start partnerships with our customers, as well as how we sustain them long-term.

Herb Dew
CEO, Human Technologies, Inc.



OUR QUALITY POLICY

At Human Technologies, Inc., we hold to one **mission** - to provide our customers with **quality** products and services that meet or **exceed** their expectations while simultaneously maintaining a work environment for our employees to promote professional **growth** and **creative thinking** through **continuous improvement**.



ISO 9001 - Certified 2012

HTI QUALITY DEPARTMENT

KEY COMPONENTS:

We are ISO Certified to ensure accountability.



Our Operational Excellence initiative means we never stop improving our processes.

The STAT team ensures we have staff dedicated to your projects that are ready at a moment's notice.



WHAT IS STAT?

STAT stands for Start-ups, Training & Transitions. This vetted team is made up of project managers, project coordinators, HR, client representatives, recruiters, and problem solvers. STAT takes on the brunt of training your new temporary workforce and transitioning any existing temporary employees so you can maintain efficient operations.

We understand that the quality of our processes directly affects your quality of service. We believe having dedicated resources specific to the evaluation of those processes and services makes us an industry leader.

TOP 5 CONCERNS FOR OUR CLIENTS CONSIDERING A TRANSITION:

1. Cooperation from displaced agency
2. Retention of eligible employees
3. Establishing new communication guidelines and processes
4. Building trust and relationships
5. Establishing KPIs for accountability

TOP 5 FACTORS FOR OUR CLIENTS FACING A START-UP:

1. Meeting aggressive deadlines
2. Marketing for candidates
3. Working with the state on incentive programs
4. Establishing new communication guidelines and processes
5. Establishing KPIs for accountability

HTI has developed best practices for each of these challenges to ensure your project runs smoothly.

QUALITY TEAM

LEISA HULME

Vice President of Quality

Tenure: 21 years



Favorite project and why?

Michelin US9 in Ardmore. It was different from the previous projects I've led, very fast paced, and we had a great team on it. The Michelin group we worked with was very open to collaboration and allowed us to implement creative solutions.

Going into a project, what do you hear most from clients? How do you respond?

We have heard good things about HTI and are excited about our partnership. We are excited to be here! Not saying we won't have "bumps" because all projects are different in some aspect, but we will work hard to make the transition as smooth as possible.

STACY BAUGHMAN

Manager of Quality

Tenure: 9 years



Favorite project and why?

Branch of the Future. As owner of the company's internal operating system, Operational Excellence (OE), I am responsible for the development of standard work, training to those standards, and fostering an environment of continuous improvement within each group at HTI. My favorite project was laying the foundation for OE in our Industrial Staffing division, which was about a 3 year long project we lovingly referred to as "Branch of the Future". The project involved a six month observation period where I spent time with each person at each of our 14 locations understanding their day-to-day activities and responsibilities, as well as their struggles. With their feedback and heavy involvement from our VP of Operations and each of our Branch Leaders, we made the decision to restructure our branch offices, onboarding process, and recruiting methods within that division. This project taught me the power and importance of listening, being an advocate for our employees, and also the value in leadership buy-in and active participation when driving change. Each time I have converted an HTI branch to our new OE structure, it has come with different challenges, different fears, and different outlooks, but it has been more fulfilling than I could have ever imagined to watch people overcome obstacles to succeed and develop faith in their own voice and input.

Going into a project, what do you hear most from clients? How do you respond?

My customers are primarily internal, so usually I initially hear hesitancy over whether a change will help them on a day-to-day basis. It's important to me for people to always feel comfortable asking questions or making suggestions, so I try to listen very carefully to concerns. More times than not, I do believe that by the end of an OE project, people feel that we have worked together to put tools in place to help them do their job better and serve their customers better, which is always my goal!

JULIANNA DAY

Quality Lead

Tenure: 3 years



Favorite project and why?

Michelin GEO in Covington, GA – It was the biggest challenge I've had so far and I have learned so much from it and I continue to learn from it. I also enjoyed the relationships with the client, associates, and HTI peers that I formed while working on that project.

Going into a project, what do you hear most from clients? How do you respond?

In the projects that I have been on, both the client and associates, are always a bit nervous and anxious at first. I find that the best way to respond is to be patient and listen to the needs of the client and the associates to show them that I care about their success.

VICTORIA TAYLOR

Quality Specialist

Tenure: 6 years



Favorite project and why?

Career Transition at AFCO because it was a project dedicated to trying to help everyone reach their full potential. Watching people we work with reach their goals is MAGICAL! It can be hard sometimes seeing how our jobs can reach candidates/applicants for the better, but this project showed me that we do have an impact and reminded me how we live out HTI's WHY in our careers.

Going into a project, what do you hear most from clients? How do you respond?

Typically, though I have been on a variety of different projects, I hear clients ask us to partner with them to streamline and control any instability as soon as possible. I try to work through the best ways to stabilize the situation but every project is different, so the measures put in place to reach the client's wishes must be customized to fit the need.

A PROVEN PLAN FOR START-UPS & EXPANSIONS...

Ensure a smooth transition that keeps up with production demands. Our STAT team is made up of highly skilled recruiters & onboarding specialists that focus in Start-Ups & Expansions. Here's a high level overview showing key components that every start-up and expansion needs for success.

Your project is unique and your customized project plan will be, too.

