

## Company overview

INDUSTRY: **CHEMICAL**LOCATION: **MALAYSIA**NO. OF EMPLOYEES: **110,000**

## PROJECT INTRODUCTION

The client is a top German multinational chemical company that is cross-listed on the Frankfurt Stock Exchange, London Stock Exchange, and Zurich Stock Exchange. With joint ventures and subsidiaries in over 80 countries and more than 110,000 employees globally, the client has a large global presence. The client has been in Malaysia for more than 25 years. As a chemical company, the client's portfolios range from chemicals, plastics, performance products and crop protection products to oil and gas.

### The challenge

The client struggled with process efficiency and a lack of documentation from their previous RPO provider.

This hindered them from providing stellar experiences to hiring managers and candidates.

### The solution

To address process efficiency challenges, we established a structured documentation process. This involved recruiters setting up weekly calls and using a structured feedback method with the internal Talent Acquisition teams.

As a result, hiring managers were able to evaluate, interview, and extend job offers to more candidates in a shorter timeframe. At the same time, streamlining these processes also improved the onboarding experience for candidates.

### The outcome

Once our processes were put in place, we:

- Increased candidates' satisfaction with better service and engagement, resulting in a higher offer acceptance rate.
- Halved the time-to-fill rate in the first 3 months, from 68 days to 32 days and now steadily maintaining the time-to-fill rate under 25 days.
- Filled 56% of roles through direct sourcing in the first six months.
- Achieved total cost savings of MYR 1 million through direct sourcing.

## FAST FACTS

Reduced time to fill from 68 business days to an average of 25 days

Annual hires: 150 - 200

56% of roles filled through direct sourcing within the first six months

Improved hiring manager and candidate experience

Cost savings of MYR 1 million through direct sourcing

“Filled 56% of roles through direct sourcing in the first six months.”