

Company overview

INDUSTRY: CHEMICAL

LOCATION: MALAYSIA

NO. OF EMPLOYEES: 110,000

The client is a top German multinational chemical company that is cross-listed on 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

After the exit of their previous RPO provider, our client struggled with process efficiency and documentation. The gaps in services and substandard handover caused challenges, particularly towards hiring managers' and candidate experience, time-to-fill, and lack of standardised process. Our client also had a tight timeline to fill close to over 200 headcounts in a year's time and headcounts allocated to recruit are required in waves based on global demands and go-live time frame. The roles are for language specific positions (Thai, Korean, Japanese, Vietnamese, Hindi, Indonesian, Mandarin) within the highly competitive shared services market.

THE OUTCOME

Once our processes were put in place, we have:

- Increased candidate satisfaction with better service and engagement which resulted in higher rate of offer acceptance.
- Closed all language hiring with minimal delay and right on time for go-live.
- Halved time-to-fill rate in the first 3 months, from 68 days to 32 days and now steadily maintaining time-to-fill under 25 days.
- Total cost savings of RM 1 million was achieved through direct sourcing.

THE SOLUTION

We established a structured process documentation and ensured all recruiters follow through – setting up weekly calls, structured feedback method, and improving onboarding process experience for candidates. We engaged in both an active sourcing and passive recruitment approach through our offsite sourcing resource for quick shortlist as well as utilising our client's existing direct applicants and candidate pools. To build a constant pipeline of language speakers for our client, we prioritised internal and external referrals, engaged with universities, networked with different organizations and actively searched on internal and external databases.

FAST FACTS

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

Annual hires: 150 - 200

Roles hired: Finance, Supply Chain, Real Estate & Facilities Management

Specific language required: Thai, Korean, Japanese, Vietnamese, Hindi, Indonesian, Mandarin

Cost savings of RM 1 million through direct sourcing

