

How TalentClick helped a Transportation Company Hire More Top Performers and Decrease Employee Turnover

THE CHALLENGE

Pacific Western Group is one of the largest transportation companies in North America, with more than **5000 employees** in roles such as motor coach driver, city transit bus driver, maintenance technicians, dispatch, customer service representatives, and more. PW's rate of employee turnover was a problem, due to the cost of re-hiring, training, and diminished customer satisfaction. Their HR department needed an affordable, easy-to-use solution to address these issues.

THE SOLUTION

TalentClick assessed PW's high performers in various roles, and then correlated performance ratings with the results of the AVP behavioral assessments to create and overlay 'ideal score' ranges on the AVP reports. These benchmarks are now used by recruiters to easily gauge "fit" earlier in the screening process.

"We are very pleased and would recommend TalentClick assessments to any organization looking to reduce time and costs in the hiring process."



DAN FINLEY
VP, HR
PACIFIC WESTERN

THE RESULTS

Over the three year period of 2015-2018, PW assessed more than **7000** potential hires using TalentClick tools. PW reports that their turnover rate for full-time employees has decreased more than 20%, their success rate in hiring top performers has increased by 25%, and their customer satisfaction scores have gone up more than 16%.

"The assessments are now an integral part of our hiring process," says Dan Finley, the Vice President of Human Resources.



**25% INCREASE
IN HIRING HIGH
PERFORMERS**



**>16% INCREASE
IN CUSTOMER
SATISFACTION**



**20% DECREASE IN
EMPLOYEE TURNOVER**



**REDUCED SCREENING
TIME FOR NEW
APPLICANTS**