Illinois-Based Manufacturer Leverages On-Site Supply Chain Staffing Support to Boost Performance

TOTAL TALENT RESOURCES

Should Supply Chain Staffing Include On-Site Support?



This client was navigating a complex and high-stakes situation. They needed to implement a new contingent workforce program to maintain production volumes, but recruitment and retention issues were proving difficult to overcome. On top of that, the company was preparing for a sale, and the purchasing organization required approval of any workforce model changes before finalizing the transaction.

About the Client

This company designs and manufactures tray assemblies for top makeup brands, pusher displays for leading beverage companies, and more. If you've stepped into a retail store, you've likely seen their work!

A Long-Term Partnership That Keeps Delivering

"Ninety percent of our workforce is supplied by Total Talent, and we've benefited tremendously from their on-site support team. They're present across all three of our locations, they bring a great attitude, and they're highly responsive. Plus, they're bilingual, which makes a big difference. It's awesome having them right here to help with questions, onboarding, and training." – Erik C., Production Supervisor

Meeting seasonal demand and adjusting staffing levels to match client order fluctuations is a constant challenge. Recently, this manufacturer chose to deepen its relationship with Total by enrolling in our **Partnership Plus On-Site (PPOS)** program—designed to further improve the efficiency and impact of the contingent workforce across all locations.



How On-Site Staffing Support Works

Two Total Talent team members rotate daily between the client's three manufacturing facilities. Their on-site responsibilities include:

- Creating a positive onboarding and first-day experience
- Ensuring new hire orientation and training are completed
- Providing feedback and coaching to associates
- Managing employee relations and engagement
- Answering questions and resolving concerns promptly

Why On-Site Support Works So Well

According to Mike LoPresti, Executive Vice President of Operations at Total Talent Resources, on-site presence brings powerful advantages:

"Being on-site makes everything easier and more effective. We gain deeper insights into the client's business, develop strong relationships with managers, and have direct conversations with associates. That means we can deliver real-time coaching, recognition, and support—without any middlemen. Our team enjoys it, and so do our clients."– Mike LoPresti

This close collaboration results in faster time to productivity and improved associate engagement. It also frees up the client's internal staff by allowing them to refer HR and payroll questions directly to the Total team on-site.

"The Total on-site team is great about asking questions and being hands-on. If someone has a payroll or HR concern, we just send them to the Total cubicle. Associates appreciate having someone so accessible—it really helps with morale. And Total always responds quickly to take care of it."– Erik C.

Why On-Site Support Works So Well

On-site staffing support is ideal for employers with 30–50 or more contingent associates. Total currently provides PPOS services to a variety of clients, including a beverage manufacturer in Texas and a household goods producer in Illinois.

"Each on-site partnership is unique. The first step is learning what's most valuable to that client—whether it's recruiting, reporting, onboarding improvements, or something else. We tailor our support to their priorities."– Mike LoPresti

For this Illinois-based client, the top priority was meeting productivity KPIs. Once Total Talent's team began providing targeted on-site training and support, measurable improvements followed.

"We've got production numbers to hit, but not everyone learns at the same pace. Our leads try to train everyone, but time is tight. The Total team actually steps in to help with training—and they know how urgent it is for us to hit those numbers."– Erik C.



What's the Best Part of On-Site Support?

In today's digital world, nothing replaces the power of being physically present—especially in fast-paced manufacturing environments. On-site staffing connects directly with the realities of the job, builds stronger relationships, and allows for faster problem-solving.

"It's the people. They're all bilingual (all our contingent workers speak Spanish), they've got great attitudes, and they're incredibly responsive. Having them on-site makes a huge difference."– Erik C.

About the Partnership Plus On-Site Program

At Total Talent Resources, we know that being an employer of choice sometimes means being there in person. That's why our Partnership Plus On-Site program goes beyond an initial visit—we embed our team members long-term, side by side with our clients and contingent associates.

Looking ahead, we're expanding our on-site services to include additional enhancements such as:



- Safety training and program development
- Recognition and rewards programs
- Upskilling and career path development for long-term associate growth

We're committed to helping you hire and retain more of your best people—and to working alongside you every step of the way for lasting success.

Ready to learn more?

Contact Total Talent Resources today and find out how on-site staffing support can transform your workforce.

Your TOTAL Facility Serviced
info@totaltalentresources.com
totaltalentresources.com