

# Case Study

## Provision of Master Vendor Service for Permanent, Fixed Term and Contract Recruitment and Contractor Management Services

Client	Tata Motors European Technical Centre
Supplier	Jonathan Lee Contracts Ltd
Location	UK
Period	December 2011 to Present

### The Client

TATA Motors European Technical Centre (TMETC) plc was established in 2005 on-campus at the University of Warwick in Coventry. A wholly-owned subsidiary of TATA Motors Ltd (TML), one of India's best known private sector group of companies, it employs 350 engineers and technical specialists and is regarded as a centre-of-excellence for whole vehicle design and development.

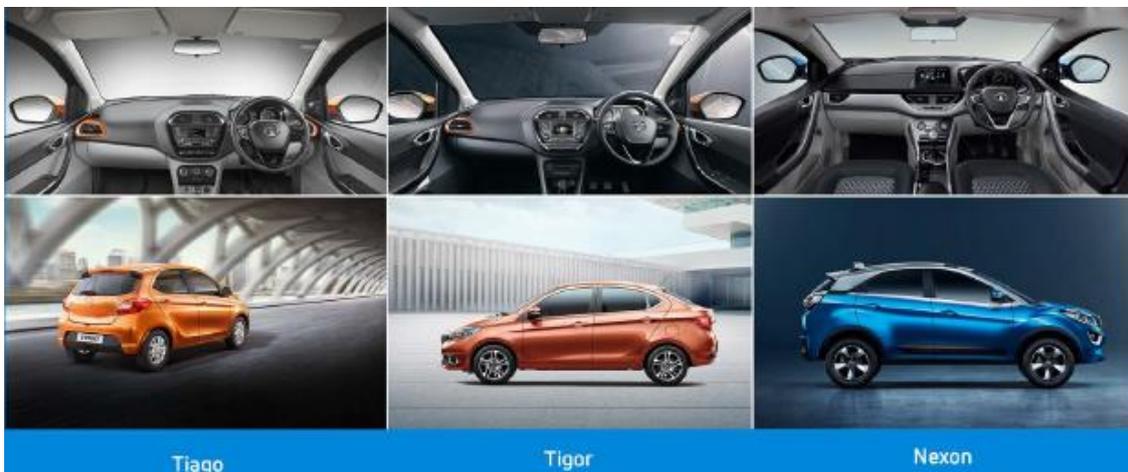


TMETC complements TML's skill-sets in India and helps to provide European and international standards of delivery for the company's passenger car products, helping TML to defend and grow its domestic market position whilst entering new export markets. TMETC is also an active partner in a number of Advanced Low Carbon Technology collaborative programmes.

TMETC is a small but complete car company, with expertise in advanced engineering and research, design, whole vehicle product development and manufacturing engineering. There continues to be significant investment from the parent company with the £100m National Automotive Innovation Centre (NAIC) opened in 2018.

### Background

TMETC had circa 10 recruitment agencies supplying contract and permanent roles with varying levels of service and control. The business, led by the Purchasing and HR Managers sought to streamline the supply chain in order to gain more simplicity and control in contractor management, improved focus and delivery of the recruitment requirements and process efficiencies for finance and other supporting functions.



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### The Solution

After a rigorous supplier selection process in 2011, Jonathan Lee Contracts Ltd was awarded the Master Vendor contract, initially awarded for 2 years and the agreement has been extended through competitive tender and is still in place today.

### Key Results

- A total of 450 placements since contract award (270 contract, 180 permanent)

*The significant investment TMETC has made into its talent bank over the last 5 years has been successfully supported by Jonathan Lee Contracts Ltd, the number of placements above reflects our ability to meet the spectrum of recruitment needs and serves to justify the decision to partner with Jonathan Lee in a Master Vendor relationship. The ability to attract the right skills has contributed significantly to the efficiency and therefore the profitability of the business.*

- 90% sourced directly by Jonathan Lee, 10% through second tier agencies

*We have clearly demonstrated our understanding of TMETC as a client. Our ability to match the right quality of candidates to TMETC has been second-to-none. Also, maintaining the majority of the recruitment through us as Master Vendor has saved time in the recruitment process, offering the best available quality candidates to enhance the TMETC team and generating cost savings by reducing the amount of roles going to tier.*

- Fully controlled purchase order process, complete elimination of pre-committal relating to recruitment service and contract workers

*With cost management being an ever-present challenge in the automotive sector, robust control of your purchase and finance processes has not only given an efficiency in the time taken to manage the process but also the reassurance that TMETC will not be financially compromised. Managing risk and imparting cost control is one of the key process improvements that the MV model has delivered.*

- Standardised terms and conditions, throughout the recruitment supply chain

*The robust contractual chain put in place by JLCL clearly defines the responsibility of Suppliers and directly reflects the terms and conditions agreed in the Master Vendor Agreement, thus reducing any risk to TMETC and ensuring costs are managed and predictable. It is now possible to accurately project costs forward for current requirements and any changes in demand.*

- A legally compliant process allowing contractors to travel to India on Employment Visas

*Providing a solution which not only meets the demands of the parent company, but limits exposure to the contract worker and encourages travel has facilitated the flexibility and movement of labour for TMETC. This has removed the administration and time burden from TMETC and manages potential deemed employment risk.*

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- Successful implementation of Online Tracking & Reporting suite

*Providing TMETC with up-to-date management information to promote transparency in the recruitment processes and financial spend in real time which enables the agility of management and the ability to react to change.*

### Performance Statistics



- Average CV submitted to Interview Ratio – 60%

*More than 1 in 2 of candidates submitted received a request for interview demonstrating the quality of the candidates sourced and screened under the Master Vendor model*

- Average Candidate Interview to Offer Extended – 48%

*Nearly one in two of the candidates interviewed received an offer of either contract or permanent work, again demonstrating the ability to match not just skills but also cultural fit for the teams and the wider business*

- Time to Hire reduced by more than half from in excess of 77 working days to an average of 32 working days

*Increased speed of hire enables TMETC to be more agile as hires become productive more quickly. JLCL is committed to continue to improve the time to both find and hire the highest calibre of candidates for the business.*

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### Summary

JLCL feels that this Case Study is a strong illustration of our ability to engage with our Clients to understand the true needs of the business whilst also recognising that arrangements cannot be allowed to stagnate as the business and the resulting demands are ever-evolving.

This requires a flexible approach and the willingness to change. We feel that our approach to this account has demonstrated our desire to work in true partnership with our clients.

In this instance TMETC have experienced the solid business gains of reduced and controlled costs, managed risks and a quality recruitment service. However they have also benefited from myriad added value activities that also contribute to the bottom line.