

Farnell InOne – Case Study



'... their attention to detail and commitment to partnership is refreshing ...'



Overview of Farnell InOne Plc www.farnellinone.co.uk

Farnell InOne plc is an international distributor of electronic and electrical components, maintenance/repair products and industrial consumables, supplying in excess of 250,000 different product lines to 120 countries worldwide.

Farnell InOne is part of the Premier Farnell Group Plc and belongs to the InOne family of businesses, these include Newark InOne, the American based market-leading electronics distributor and BuckHickman InOne, the UK's leading distributor of industrial tools and supplies, the InOne family of businesses work together across geographic and business boundaries and have a global turnover of £800m employing over 5,000 people in 26 countries around the world. Sharing the facilities and best practice of a large, sophisticated global organization, Farnell InOne bring their customers local access to the products and services of the whole group

Farnell InOne business issues prior to partnership with Midas Selection Ltd

Farnell InOne had traditionally used a variety of recruitment service providers on a nationwide basis; they were exposed to varying standards of service, differing levels of candidate quality, and were expending unnecessary time and effort in liaison with the regional offices of different recruitment providers across the UK.

The Farnell InOne UK-wide recruitment process is assessment centre based, and emphasis is placed upon personality and attitude of candidates in preference, although not to the exclusion of, previous product experience.

Whilst using many recruitment sources the quality of candidates at assessment centre stage varied tremendously and undermined the assessment criteria due to the disparity of attitudes and personalities present.

The Human Resources Business Unit envisaged a more streamlined approach to recruitment that would lead to a more controlled recruitment process, more dependable levels of quality, a higher interview to placement ratio and increased levels of staff retention.

How Midas Selection Ltd provided a successful solution

"When Midas Selection first approached us we were struggling to recruit for a vacancy in East Anglia, having already conducted several unsuccessful assessment days. Our consultant listened to the issues we were experiencing and recommended that we run an advertising campaign in the relevant local media. They priced the advertisement, booked the space, designed the advert, handled the advert response (telephone, email and postal responses), conducted the initial interview and recommended a shortlist of candidates for assessment. The subsequent assessment day was successful and resulted in a job offer being made.

Midas Selection Ltd consulted with our business in a series of face-to-face client meetings, they spent time in HR and time with a number of Regional Sales Managers in order to understand our business and the type of people that we recruit.

Midas have invested more time than any other consultancy in building a relationship with our business and as a result have been able to reduce the time we spend interviewing. More recently they have looked at additional areas within our business including Marketing and Sales Management roles. They have again offered a consultative approach to these vacancies and recommended the appropriate route to successfully fill the positions; this has included running additional offline and online advertisement campaigns."

Farnell InOne – Case Study

'... their attention to detail and commitment to partnership is refreshing ...'

**The Outcome and results**

"Midas Selection Ltd have been successfully recruiting for Sales, Sales Management and Marketing vacancies for Farnell InOne for two years, and the relationship has progressed to an exclusive sole supplier agreement.

They have filled the majority of all our sales, sales management, and junior marketing roles during this time. Retention levels have proved to be very high with a number of candidates being promoted into senior sales management roles. Midas has been a real asset in transforming our business from an engineering sales biased company to a sales focused business.

The sole supplier agreement has made it far easier for us to recruit, we are able to give them a territory and be totally confident in their ability to present the right candidates to us for detailed assessment. Midas Selection is working in conjunction with HR, coupled with various regional sales managers and other recruiting managers. I can always be confident that Midas Selection will be totally professional and do everything possible to fill our vacancies in a swift and efficient manner.

We have worked primarily with one account manager at Midas Selection Ltd and this consultant has filled all our vacancies throughout the UK, this consultant has traveled throughout the UK handling vacancies from Aberdeen to Kent. The vast majority of candidates presented have been interviewed by Midas Selection before being put forward to further assessment.

In conjunction with Regional Managers within Farnell InOne, Midas Selection has developed a set interview process for when they interview candidates. Midas Selection and Farnell InOne have produced specific questions that all candidates will be asked by Midas Selection before attending the assessment day. These questions are designed to highlight specific competencies and accurately identify the candidate's suitability for the role. This is a unique service that has been offered by Midas Selection Ltd which has further ensured the best candidates are presented."

Confirmation and acknowledgement

"I thoroughly endorse the services that Midas Selection extends to its business partners, their attention to detail and commitment to partnership is refreshing, we have always found them accountable and willing to learn and adapt to our business. We look forward to continued success working with them."

Tricia Hiley
HR Business Partner
Farnell InOne UKBU/Emerging Markets