



Michigan NCRC Advocates

Employer Experiences

Update, October 2008: Kalfact Plastics

Background:

Kalfact Plastics had completed testing of incumbent employees, provided scores and feedback to individual employees and reviewed the results with senior management by the beginning of 2008. Tamra Roberts, HR representative, presented the results and the proposal to continue implementation with the new company president, and approval was given to move forward with a plan of action.

The Need:

Kalfact is in a highly competitive industry, and takes care to hire the best possible candidates so that product quality and efficiency are maintained at the highest levels. Historically, Kalfact has used temp agencies in placing candidates into temp-to-hire positions as a primary source of new regular hires into the company. In reviewing the results of this practice, company management concluded that they could attain a higher quality of new hires, and potentially save money, by implementing a more rigorous selection process that would incorporate the NCRC.

The Action:

Kalfact invited in a consultant to analyze certain production jobs using ACT's Estimator® tool. She delivered a detailed task list and estimate of level scores after analysis of the jobs and review with incumbent employees and HR.

This data was used to determine what certificate levels Kalfact would "prefer" for the subject positions. Incumbent employees who scored below these levels, or those who failed to obtain an NCRC, were encouraged to use KeyTrain to increase their skill levels.

The data also supported the use of the NCRC as a preferred credential for new employees hired into the company. Kalfact is advertising in the print media, online and through onsite postings using the NCRC as a preferred qualification for additional new hires.

Local Michigan Works! offices have been assisting with testing of applicants and referrals of candidates. In addition to the NCRC assessments, Kalfact has implemented ACT's online "Fit" assessment to screen for interests and values as it aligns with occupation and organization.

Thus far, Kalfact's employees have been accepting of the use of the NCRC in selection and development, applicants have been willing to go through the testing, and company supervisors and HR believe that the more rigorous screening will result in better quality hires, reduced cost, and faster training results.

Going forward, Kalfact will measure results in these areas to determine if their investment in ACT's assessments brings the return anticipated.

Submitted by: Joel Westmaas, Oct. 6, 2008