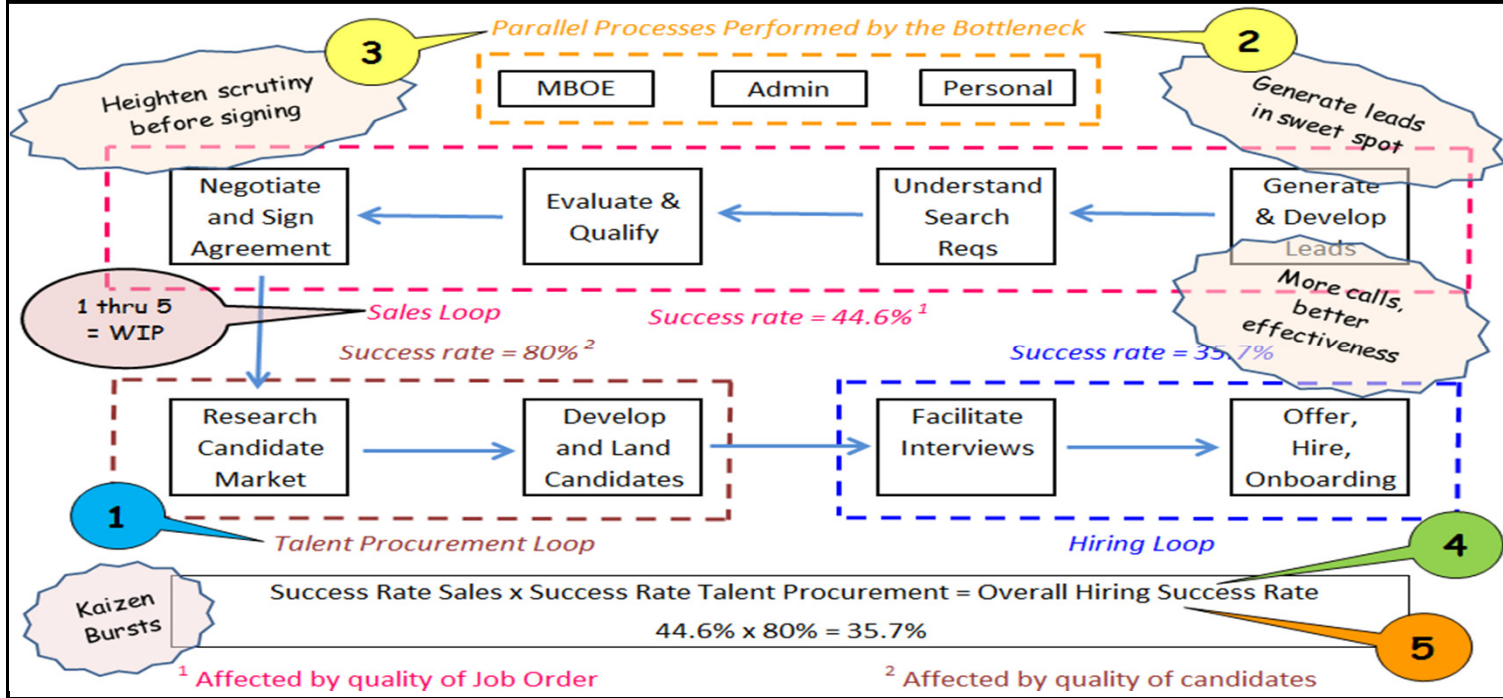


Background

Success rate on candidate searches for clients is only 35.7%. While the client benefits by seeing extra candidates, nearly 2/3 of our effort is waste. We are not being rewarded for all of the value we provide. Firm is not helping owner realize his financial goals. (Success means we get the hire and earn the fee. There is no prize for 2nd place with current business model.)

Current State



Pain Points: Each represents much WIP and time spent; the sales effort tends to suffer first.

- 1 Time spent working weak Job Orders
- 2 Too many admin projects
- 3 Peak hours mis-spent
- 4 Office is cluttered
- 5 Info & decisions do not flow at the rate demand requires.

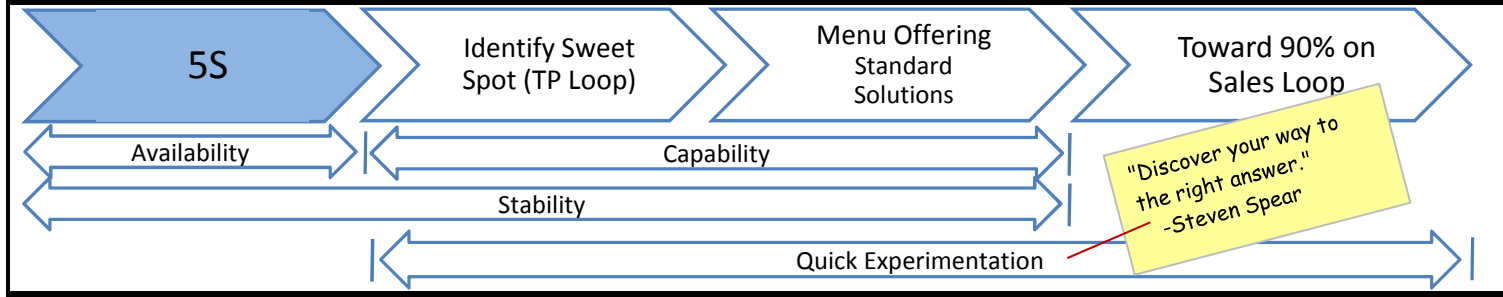
Goals

Exploit and enhance current capabilities to give clients exactly what they want. By bringing the success rate for the two loops that feed the hiring loop to ~90% each, overall success rate becomes 80%.

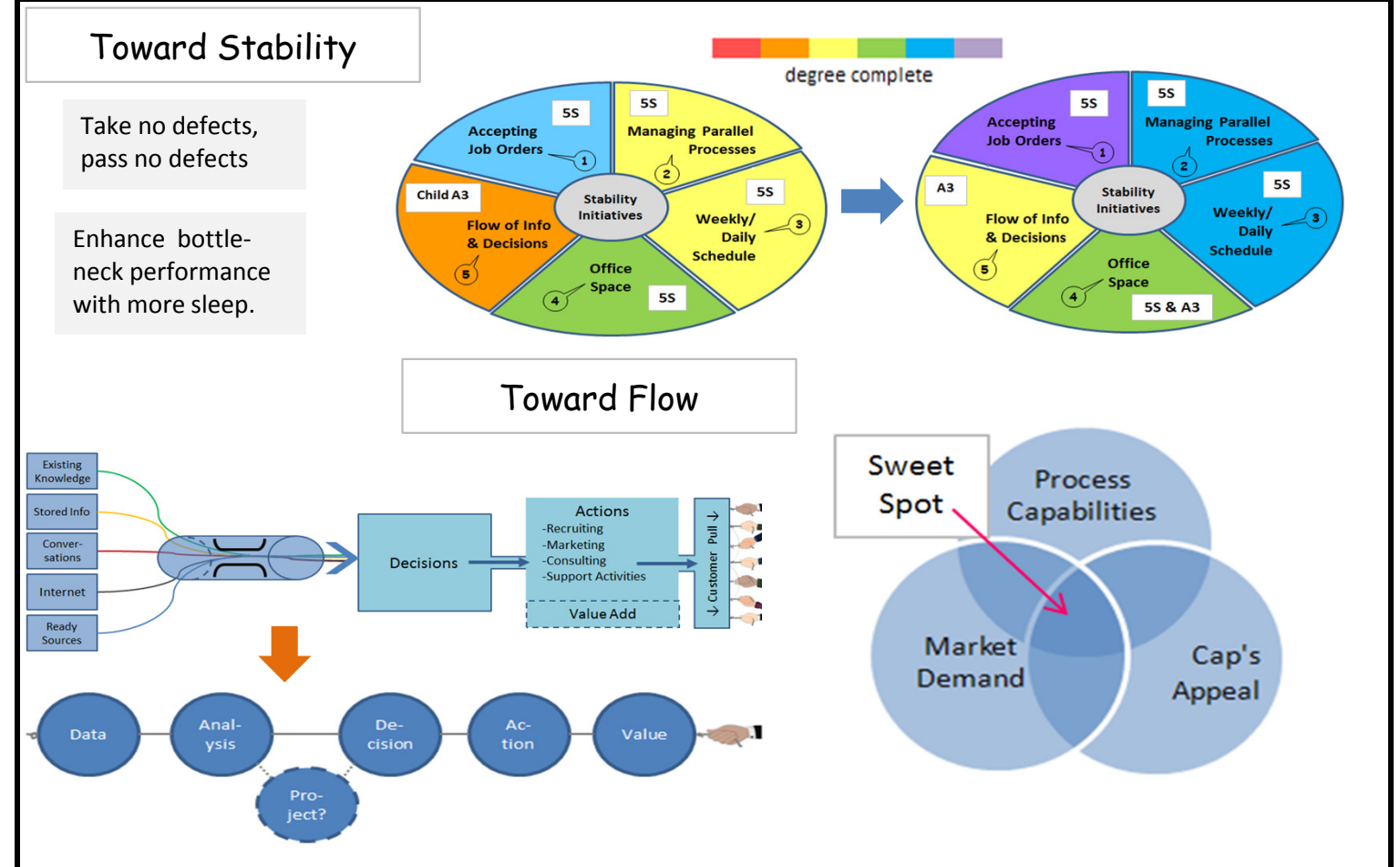
44.6% x 80% = 35.7% → ~90% x ~90% = 80%

Bring owner's \$/hour earning rate from \$55/hour to >\$200/hour.

General Plan



Initiatives



Results

Overall Hiring Success Rate at 100%!!!

Thanks to our heightened scrutiny of Job Orders (take no defects, pass no defects (No lemons!)) our Overall Hiring Success Rate has gone from the historical 35.7% to 100%. We have undertaken 7 hiring initiatives for clients, 5 of which were contingent searches. All have been successful. Historically, we would have expected to succeed on 1, 2, or 3 of these 5 searches. The chances of succeeding on all five would have been 0.6%. The sample is small but a Z-test shows statistically significant results with a Fisher's exact test p-value of 0.009.

An extra 35 minutes of sleep per night
 Sleeping on side gives an extra 35 minutes of sleep per night at 98.4 % confidence!

From 6.38 hours on average to 6.96

Impact of averaging an extra 35 minutes of sleep per night: The original intent was to enhance my peak performance hours. While I don't notice a measurable difference in how I feel during normal peak hours, I do have more stamina into the evenings. I have elevated the bottleneck!

Next Areas of Focus

Now that we have increased stability by greatly increasing reliability (100% up from 35.7%) and through 5S initiatives, our focus will become speeding up the process with increased flow. By improving the flow of information and decisions across the bottleneck and by marketing within our "Sweet Spot", we expect results to come more quickly, bringing the earnings rate up from \$55/hour.

Instability → Stability → New Operating System → Continuous Improvement

We are here