

CASE STUDY

BECOMING THE POINT OF CONTACT AND TRUSTED PARTNER

Lydech® Thermal Acoustical Solutions

THE PROBLEM

TOO MUCH COMPLEXITY, TOO LITTLE EFFICIENCY

Lydech Thermal Acoustical Solutions had a contingent labor program supported by five different staffing firms. This complexity created several challenges for Lydech's internal team, including managing multiple invoices, vendor communications, and timekeeping systems. Despite their workforce management efforts, the company faced persistent issues like high employee turnover and operational inefficiencies.

THE SOLUTION

ROOT CAUSES UNCOVERED, PROGRAMS LAUNCHED

To address these challenges, Lydech's management was introduced to a Master Vendor program in April 2021. Under this program, WorkForce Unlimited became the primary staffing point of contact. The new approach consolidated billing, payroll, and communication channels, reducing the complexity of vendor management. Additionally, Lydech moved from using five timekeeping systems to one, allowing their management team to focus on operations instead of administrative burdens.

As turnover continued to rise by mid-2022, WorkForce Unlimited worked with Lydech to identify the root causes: low pay rates, poor employer brand reputation, and misaligned leadership. WorkForce Unlimited provided critical feedback on employee experiences, market data on competitive pay rates, and introduced a retention incentive program. WorkForce Unlimited helped improve Lydech's reputation by building awareness of the enhancements made to the company's culture, compensation, and leadership team.

THE IMPACT

POSITIVE TRANSFORMATION FROM THE INSIDE OUT

The initiatives WorkForce Unlimited implemented, including pay adjustments, leadership training, and cultural improvements, helped transform Lydech's workforce management. Employees were not only paid more competitively, but also began to experience a more supportive and engaged company culture including social events and companywide celebrations.

WorkForce Unlimited's reputation-building efforts helped change Lydech from the inside first, which in turn improved the community's perception of the company, and led to better employee retention and engagement.

THE RESULTS

ASTOUNDING GROWTH AND A ROBUST CORE TEAM

+76 full-time hires
from 117 in 2022 to 193 in 2023

+109 new FTEs
2024 YTD

**27% reduction
in turnover**
from 2021 to 2024

"The partnership we have with WorkForce Unlimited is extraordinary. They've proven time and again why we chose them as the primary point of contact for all things workforce management. Seeing our business grow and thrive with their business intelligence, expert guidance, and local presence has been amazing. Our on-site partner Ernie works side-by-side with all employees and acts as a true extension of our business, a brand champion, and trusted advocate."

TAMEKIA A. POWELL, GLOBAL HUMAN RESOURCES DIRECTOR

ABOUT LYDECH THERMAL ACOUSTICAL SOLUTIONS

With renewed commitment and new ownership, Lydech is dedicated to reaffirming its position as the preferred solutions provider for thermal and acoustical product design, development, and production in the automotive industry. With 1,700 worldwide employees, six global manufacturing facilities, 60 manufacturing lines and presses, and a million square feet of manufacturing space, Lydech is well known across the globe for quietly keeping it cool.

WORKFORCE UNLIMITED, an AREVO Group company, is a strategic workforce partner on a mission to change lives. We embed ourselves in the communities and the organizations we support, combining the broad capabilities of a large firm with the personalized service, value, and flexibility of a local partner. With decades of success in manufacturing, industrial, and beyond, we create opportunities for hard-working people, and help businesses seize every opportunity to thrive.