



## Case Study: Fischbach

*Fischbach is a global market leader in the sealant and adhesives industry. They attribute their success to their staff's ability to uphold the utmost-quality standards in both production and customer service.*



Fischbach Creates a  
Profile for Hiring  
Success.

### Goal:

- Understand why certain employees are a better fit
- Reduce turnover

### Solution:

- Take the hiring process in house
- Create a profile that maps out targets for key traits

### Results:

- Better, more streamlined interviews
- Stronger teams with happier hires
- Reduction in turnover

“We’ve found that our high and medium fit people do well in the job, but those with lower fits almost always have issues.”

*Darin Williams, Operations Manager*

## Challenge

### Fewer than 10% of hires stay long term

Fischbach's customers demand perfect product quality, and its employees have to be able to deliver it. The company is always on the lookout for service-oriented individuals who have a sharp eye for details, and expects its team members to constantly seek opportunities to innovate and improve. Darin Williams, Fischbach's Operations Manager, was frustrated by the revolving door he saw for the company's Production Associate position. Fischbach was relying heavily on temporary agencies to screen and interview candidates before passing them to hiring managers for a final decision. Unfortunately, the process was proving timely and costly as fewer than 10% of new hires stayed long term.

Darin determined that part of the problem was the pool they were tapping for candidates. He didn't feel that high quality people were going to temp agencies to find work. Hiring managers lacked the time and skills to screen candidates themselves, and so they weren't confident that they could do it any better on their own. Darin recognized that certain types of people were just naturally better suited to doing the Production Associate job, but he couldn't pin down exactly what traits they shared, much less how to identify those qualities in an interview. This began his search for assessment tools.

## Solution

### Create a profile for success

Berke caught Darin's eye for one key reason – the Job Benchmark Analysis Process. Working with Berke's jobs team, he had 30 of the company's current Production Associates complete the assessment and he asked the managers to rank them either as high, moderate or underperformers. Once Berke's team compiled the data, it became apparent that two traits - Spatial Visualization and Structure - were critical for success in this job. Now hiring managers knew what to look for.



## Result

### Better fit = better retention

Once managers began assessing potential hires against the job targets, they found interviews became easier and more streamlined. Not only did they get a Job Fit Report that showed how each candidate's personal traits lined up with the job requirements, they also received an Interview Guide to assist them with asking questions about those traits. Once they started hiring more individuals who fit the target profile, they found these employees were much more likely to stay in the job.