



Peak Performance

Case Study



35

LSI Associates

Through Full Power Equipment Certification in

4

Days

Scaling to

200

Workers

// The process ran smoother than it has in years. //

~ Supervisor of Loss Prevention and Safety
at a large retailer of musical instruments
in the US, operating over 300 stores

The client's product is **EXPENSIVE**, uniquely shaped and needs to **MOVE QUICKLY** to keep their customers happy. It's critical to their business to have a distribution workforce partner they can **RELY ON AND TRUST**.

LSI Became that Partner.

Retail Distribution | Peak Season | Cherry Picker Certification | Full On-Site Management

THE SITUATION:

Peak season PIT operator openings went unfilled as staffing agencies struggled to meet the demand, and compliance was a costly, recurring issue.

This retailer runs one of the more complex peak-season staffing operations in retail distribution — up to 200 associates across multiple shifts, all seven days, with a significant portion requiring powered equipment certification before they can touch an Order Picker position.

Hitting their headcount numbers during peak was a consistent problem. Finding a vendor that could source volume and manage the compliance infrastructure (certifications, documentation, validation) on the client's timeline wasn't something their previous agencies had been able to deliver. The certification process was falling to the client's own team, pulling them away from critical operational work.

THE LSI SOLUTION:

LSI launched a full-scale high touch on-site program that managed the end-to-end staffing process.

And then...



LSIstaffing.com

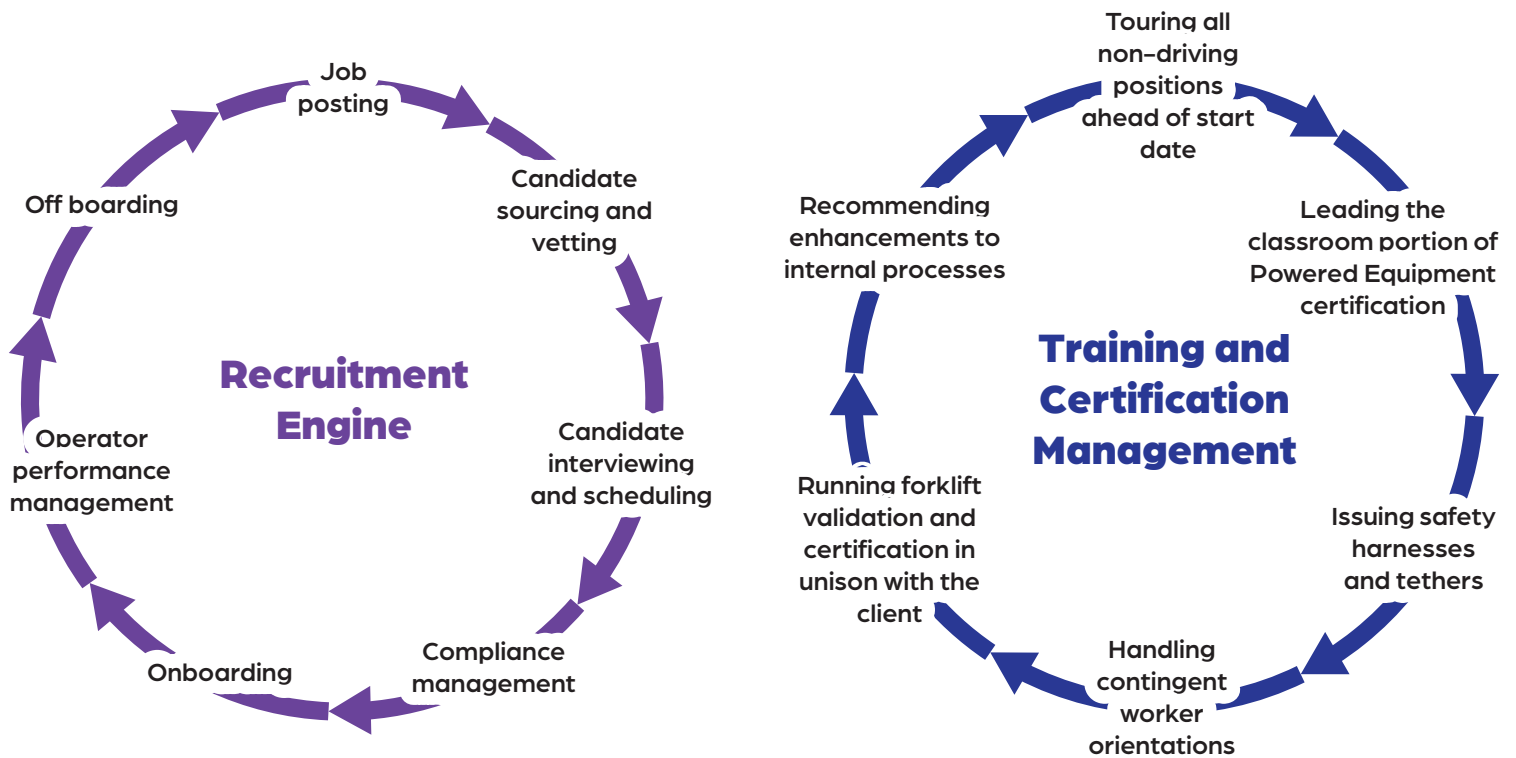
PIT Crew | Vet. Validate. Deliver.

Client Workforce Team

HR leaders Operations leaders Safety Team

Onsite Program Team

- One integrated solution
- Dedicated account manager
- Daily associate check-ins
- Detailed punch reports
- Equipment distribution and return
- Time and attendance statistics
- Daily job costing reports



What Changed with LSI Staffing™

1

The Client Environment

- Seamless production and planning provided “much needed breathing room”
- Candidate quality is consistently higher compared to previous staffing agencies’ workforce
- Workforce reliability has increased significantly due to the service model, real-time support across shifts, and structured training program.
- Communication, reporting, and responsiveness has resulted in better visibility and control over staffing.
- Peak season no longer brings panic and doubt about the ability to meet business requirements

2

The Business Results

Their retail product gets out on time, consistently, peak season after peak season.

- Improved speed to productivity due to improved fill rates, new hire pass rates, precertification and retention
- Reduced internal costs through decreased supervisor time spent on training and oversight
- Cost savings from reduced incident rates related to equipment usage
- Improved production planning and job costing from real time attendance reporting



Cody quickly learned our procedures and jumped in with both feet. His depth of knowledge in all things power equipment was evident, and he even left me with a few great ideas to enhance our current process. 

~ Supervisor of Loss Prevention and Safety



The Team that Made It Happen:

