

# When the PIT Operator Shows Up, But Doesn't Stick



| **FOUR CHECKPOINTS** where retention breaks down, and the best practices fix.

## Where Most Operations Land

Most manufacturing and distribution leaders find one of three patterns.

**Reactive** Feedback flows when something goes wrong. The associate has no way to know where they stand. The staffing partner is responsive but not proactive. This is the most common pattern and the most expensive one.

**Inconsistent** There are check-ins, but they depend on the supervisor or the account manager that week. Some associates get structured feedback. Others don't.

**Structured** There is a well-defined feedback loop. Feedback is provided in a tiered framework. Follow up is documented, with clear ownership. Turnover in the first 30 days is measurably lower. Supervisors spend less time on staffing issues. Problems surface before they become incidents.

## Where Do You Stand?

### 1 Is a Feedback Loop in Place?

*Does your staffing partner proactively collect performance feedback, or wait to hear from you?*

An "open door" means your supervisor can call if something goes wrong. A structured feedback loop means someone is asking specific questions about specific performance areas on a defined schedule, whether anything has surfaced or not.

Most staffing providers have an "open door." The problem is that by the time you connect, the situation has usually already cost you something.



#### How to Fix It:

A defined point, a specific day or week, when your staffing partner collects structured feedback from your supervisor across attendance, safety behavior, task execution, and fit. Not "how's it going." Actual specifics, documented.

### 2 Does the Associate Know Where They Stand?

*After two weeks on your floor, could your placed operator accurately describe how they're performing?*

After certifying over 73,000 PIT operators, LSI's T3 trainers identify coachability as the single strongest predictor of whether an operator succeeds and sticks. Not experience. Not even certifications.

But coachability only activates when feedback reaches the associate. An operator who never receives a clear assessment of where they stand has no opportunity to demonstrate it.



#### How to Fix It:

Feedback flows in both directions. Your team gives it to your staffing partner. Your staffing partner delivers it to the associate directly, clearly, with documentation. The associate knows what's working and what has to change.

# 3

## Are Performance Gaps Tiered?

*If a placed operator is inconsistent on pre-shift inspection, what happens next?*

Not all performance gaps are equal and the response shouldn't be either. An associate who's slightly inconsistent on one behavior is a different situation from one creating active safety risk.

When there's no framework for telling the difference, two things happen: minor issues get ignored until they compound, and serious issues get managed informally without documentation.



### How to Fix It:

A defined tier system. A minor gap triggers a documented improvement plan and a follow-up date. A serious gap triggers immediate intervention before it becomes an incident, a walkout, or a situation your supervisor is managing without support.

# 4

## Is Ownership Clear?

*When a placed associate is underperforming, who has the conversation with them?*

If the answer is your supervisor, ask whether that's by design or by default. Managing the staffing relationship, navigating performance conversations with a temporary associate, deciding when to escalate – none of that is solely your supervisor's job.

When it becomes their job, two things suffer: the associate relationship and your supervisor's bandwidth.



### How to Fix It:

Your team gives feedback. Your staffing partner owns the conversation with the associate. The outcome is documented. Everyone knows where things stand and what happens next.

## What LSI Built

The ABC Review is LSI's structured answer to every checkpoint in this diagnostic.

- A.** Associates are performing.
- B.** Associates have a documented improvement plan and a follow-up date.
- C.** Associates get immediate intervention.

It's an accountability framework between your team, the associate, and LSI, built around exactly the four areas above.



It's part of our **PIT Crew** process and has increased productivity and decreased turnover in our client operations.