

case study



CARL ZEISS VISION

client

Carl Zeiss Vision is a global organisation that operates across all major markets in Europe, Asia Pacific and the Americas. It is the world number two volume seller in the ophthalmic spectacle lens market, with over 200 million consumers across the globe wearing lenses from Carl Zeiss Vision.

The company is headquartered in Germany and has been active in various fields of optical solutions for over a century now; from microscopy, high performance telescopes, and integrated diagnostic and treatment solutions - to dispensing technologies.

challenges

Carl Zeiss Vision identified an issue with varying pay, charge and over time rates submitted by temporary labour agencies across the UK. With a considerable annual labour spend they sought a solution to actively reduce this whilst at the same time maintaining operational objectives. Each year hundreds of invoices were being processed resulting in considerable administrative burden and associated man hours.

solution

Restructure the recruitment of temporary labour by consolidating agencies in order to leverage supply. Evaluate marketing conditions to develop a matrix of standardised pay and charge rates. Introduce standard service agreements and incorporate nationwide charge rates to improve the quality of service. Minimise the number of invoices processed each year with the

implementation of a specialised timesheet and invoice processing system.

approach

Appoint an independent consultant to supervise the rationalisation of temporary agencies, facilitate implementation and provide ongoing support.

implementation

Operating alongside the Carl Zeiss Vision management team a thorough review was conducted in order to ascertain the existing service levels and agency spend. An agency consultation process was implemented in order to obtain primary data and simultaneously outline the mutual benefits of long term contracts and formal service agreements. A systematic analysis of agency charges was conducted resulting in an appropriate nationwide pricing matrix. With service level agreements in place de Poel invited existing agencies to confirm their commitment to supply the company and a new panel of 3 agencies was agreed.

In order to achieve the desired reduction in invoice administration de Poel's web based timesheet and invoice processing system e-tips™ was recommended. A comprehensive study of their computer operating systems ensured that e-tips™ was compatible and the system was subsequently installed across the business, dramatically reducing soft costs and eliminating non-productive time management. Individual e-tips™ training sessions were conducted with all relevant personnel to ensure a thorough understanding of the system.

In order to facilitate a smooth transition of the system de Poel's unique solution was undertaken initially at a pilot site in Birmingham before rolling out nationally.

result

Annual labour spend significantly reduced by 27% across their UK operations.

Agency commitment and delivery has improved by operating agreed standard of service levels and allowing agency performance to be monitored on quality.

de Poel's web based timesheet and invoice processing system e-tips™, has diminished the total number of invoices processed from 400 per year to one a week conveying ample cost reductions whilst also eliminating administration time and freeing up resources. ■

de Poel delivered a 27% saving to Carl Zeiss Vision, one of the world's leading suppliers of optical solutions.

