

## CASE STUDY

# SUCCESSFUL NATURAL GAS AND UTILITIES PILOT PROVES JOE KNOWS ENERGY'S HIGH-PERFORMANCE PROGRAM ELEVATES PEOPLE-FIRST CULTURE

*"The benefit JKE provides is that they have the committed resources, processes and tools to recruit, assess and select candidates that have the right mindset to elevate the team"*

*-AD, Director of Construction*



## THE CLIENT

Our client is a natural gas and utility provider serving greater than 1.6 million customers in the state of Georgia in the US. The company is a pioneer and innovator in the space, dedicated to improved culture and safety.

## THE PROBLEM

The company had **concerns regarding being able to quickly ramp up their inspector force** with the right talent. As they were adding significantly more inspectors to their workforce, they needed better tools and resources to select candidates who would meet their high standards in expertise, safety performance, and culture fit.

## THE SOLUTION

To address their concerns, our team coordinated several calls and meetings with the client to fully understand the qualifications and expectations for inspectors. We recruited for the position, **screening more than 2,000 applicants**. We narrowed down the applicant pool to 25 high-quality candidates for thorough reviews.

Upon client review, **5 new inspectors were hired**, including placing a **Team Leader to lead, coach, and manage the inspectors**. Then, the pilot program was launched to determine if our process led to better candidates who meet the standards well enough for eventual full-time employment.

## RESULTS

After several months of the pilot, we've now placed inspectors, expanded our program, and measured feedback. The **program has proven successful** due to specific measures and initiatives.

- Our program led to **more qualified employees who were a better culture fit** for the client's goals. Ultimately, this led to increased performance and less turnover among candidates.

- The role of Team Leader proved essential to creating a common culture and integrated relationships. The **coaching and leadership proved valuable in helping to enhance performance** in safety and compliance.

- Proactive planning and design of standards** makes a massive impact on the quality of candidates, long-term performance, and long-term improvement of safety and quality culture

- Customized reporting, regular client reviews, and strategic planning** improved communication and clarity that led to better inspector management and performance.

- Third-party staffing firms like Joe Knows Energy that spend more time strategically planning and collaborating with the client can have better success rates for their client companies –**leading to better teams and higher levels of performance.**