



Our labor needs are a constantly moving target—meeting production demands while our position requirements grow ever more complex is a new puzzle each day.

Director of Human Resources  
Tipton, PA

Automotive Glass Manufacturer  
270 SM | SMX Associates, 24x7 Operation  
Services Most OEM Auto Manufacturers  
1.8% Average Turnover

## Automotive Glass Manufacturer manages fluctuating demands with our Standard Work Instructions

### How does Staff Management | SMX enable workforce flexibility?

“Our manufacturing environment is extremely fluid and to say that our provider has to be responsive is an understatement. While we provide Staff Management | SMX, our service provider, with a weekly production schedule, the reality is that each day brings a new puzzle and they have to be prepared to match resources to production demands on a shift-by-shift, line-by-line basis.”

“Key to allowing this kind of workforce flexibility in a complex and fast-changing work environment is the ability to deliver clear job and task requirements to employees, even when changes occur. The ability to do that comes from implementing Toyota-type Standard Work Instructions. With clear work standards, employees can be trained quickly and audited for consistent performance.”

“Barriers to performance can be systematically identified and removed and importantly, changes in customer demands or work tasks can be built into the current accepted practice much more easily than if no standard existed to begin with. Building the infrastructure and deploying the technology to do this well is critical to having the ability to perform work consistently regardless of the person assigned and to being able to adapt to change quickly.”