



# Cost-Plus Workforce Transformation

Stabilizing a Packaging Enterprise on the Brink

## Client Profile

Large national packaging organization operating under significant financial distress. 4C4ward was engaged as part of one of four enterprise-wide transformation initiatives focused on HR and workforce infrastructure redesign.

## The Challenge

- Escalating contingent labor spend with no cost transparency
- Extended time-to-fill on critical operational roles
- High employee turnover disrupting production continuity
- Fragmented vendor relationships with limited accountability
- Workforce instability directly impacting margin and delivery

## Diagnostic Findings

- No standardized contingent labor pricing structure
- Inflated vendor markups due to lack of oversight
- Reactive hiring cycles extending vacancy timelines
- No retention strategy tied to operational performance
- Workforce data fragmented across departments

## Strategic Intervention

1. Cost-Plus Pricing Model: Replaced opaque markup structures with a transparent Cost-Plus pricing framework, aligning vendor incentives with measurable performance outcomes.
2. Vendor Management Program (VMP): Implemented a structured vendor oversight system consolidating relationships, introducing performance benchmarks tied to time-to-fill and retention.
3. Process Redesign: Streamlined requisition workflows and developed proactive talent pipelines to reduce last-minute staffing dependency.
4. Retention Strategy Integration: Identified attrition drivers and aligned contingent workforce onboarding and engagement to operational stability objectives.

## **Measurable Results**

\$1.5M reduction in contingent labor expense

50%+ improvement in time-to-fill

50%+ reduction in employee turnover

Increased vendor accountability and performance tracking

## **Enterprise Impact**

4C4ward was recognized as a major contributor to the organization's turnaround. The company ultimately stabilized, scaled, and became a Fortune 100 enterprise. Workforce restructuring served as a central driver of financial and operational recovery.

Talent infrastructure is not overhead — it is enterprise leverage.