

# Creating EXCELLENCE in Operational Risk Management Practices for the STAFFING INDUSTRY

## The Challenge

**Achieving excellence in operational risk management practices can be difficult. Staffing companies, in particular, face challenges due to their sheer volume of new hires, customer locations, and temporary employees who work under the customer's direction and control.** Poor risk management control leads to higher workers compensation costs, which negatively impact profitability. Alternately, best risk management practices reduce injuries and are rooted in quality systems that create better customer and employee relationships.

## The Solution: The Odell Studner Program

Odell Studner brings over 20 years of risk management experience specific to the staffing industry. Our program provides a step-by-step process for staffing industry risk management best practices and systems of operation with a track record of success. In fact, by adopting our practices, one of our clients reduced its claims incidence rate by 70%.

### ASSESSMENT PHASE

To begin any improvement process, you must clearly evaluate where you are today in order to determine effective next steps. Our assessment phase includes an in-depth interview and program review of your current risk management practices at your corporate office and one or more branch offices. We perform a gap analysis that benchmarks actual practices against industry best practices. We then make recommendations and deliver an action plan to cure the deficiencies.

**Our goal is to minimize your injuries and accidents and to maximize employee and customer relations, ultimately increasing profitability.**

## Putting Your Plan into Action

Many companies rely on our expertise to guide them through the implementation phase. Some of the customized services we provide include:

- Advanced monthly analytic reporting for loss trends and profitability
- One-on-one mentoring to new or existing risk managers
- Customizable form and program templates and private labels for your organization
- Hands-on support for implementing new risk management programs
- Operational risk best practices training for staff at the corporate or branch levels
- Coordination of risk, safety, claims and other risk-related vendor services

### TRAINING MODULES

Along with our individualized report and recommendations, we provide training modules within six core areas to guide you to success:

- Loss Prevention and Analysis
- Applicants and Employees: Screening/hiring/placement activities
- Customer: Initial assessment process and follow-up activities
- Incident/Injury/Accident: Reporting and management activities
- Creating an Effective Transitional Work Program
- OSHA and the Temporary Worker Initiative

To learn more about Odell Studner's risk management solutions for the staffing industry, contact Kevin Turner at:

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