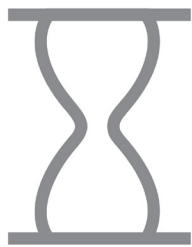


A CONMED CASE STUDY

OVERCOMING OPERATIONAL CHALLENGES: TRANSFORMING CUSTOMER SERVICE AND OPERATIONS THROUGH STRATEGIC HIRING AND PARTNERSHIPS

KEY RESULTS



A stable and experienced workforce is building with a current **8 years** tenure average



Targeted attraction campaigns mean only relevant candidates are presented



47% of mme's successful CONMED hires have originated from mme's 35,000+ database and local connections



Long term partnership has fostered a deep understanding of CONMED's culture, values and business objectives

CONMED, a global leader in medical technology, specialises in advanced surgical and monitoring solutions. Their unwavering dedication to humanity and a people-centric culture is the motivating factor behind their highly committed workforce.

LONG-TERM PARTNERSHIP & STRATEGIC HIRING DELIVERS SIGNIFICANT OUTCOMES

Employing an holistic approach, mme considers a broader perspective, conducting a comprehensive examination of role functions, intricate hiring processes, and alignment of business objectives. For over 17 years, this strategic synergy has transformed CONMED's customer service and operations departments, fostering well-informed decision-making for the local business.



CHALLENGE

CONMED's persistent challenge to maintain exceptional customer service and streamlined operations remains at the forefront of all acquisition activities. CONMED faces a dual task of not only hiring a highly skilled workforce but also ensuring diversity within the talent pool. These objectives are essential in order to align with their succession framework and to maintain a consistent, high-quality customer experience.



SOLUTIONS

Over the 17 year partnership, mme have been invested in comprehensive solutions:

Tailored Talent Acquisition: For each assignment, mme develops a customised strategy aligned with Conmed's strategic talent requirements and long-term DEI goals, utilising various channels and targeted campaigns.

Talent Pipeline Development: mme have built a strong local talent pipeline through proactive sourcing methods, ensuring a consistent pool of qualified candidates.

Succession Planning: mme enjoy collaborating with Conmed to support a succession planning framework, identifying high-potential employees for future leadership roles.

Continuous Improvement: mme use data analytics and market insights to optimise recruitment efforts, refining strategies and enhancing the hiring process.



RESULTS

mme's partnership has been solid and reliable, coupled with their strategic approach to talent acquisition it has led to remarkable outcomes for CONMED:

Highly Tenured Workforce: mme's efforts have resulted in an average tenure of 8+ years, providing CONMED with experienced employees with deep product and customer knowledge.

Improved Operational Efficiency: Sourcing the right people has led to improved operational efficiency, in turn supporting smoother workflows, reduced training costs, and increased productivity.

Enhanced Customer Experience: mme's highly skilled, diverse and tenured workforce have improved the customer experience, resulting in increased satisfaction and loyalty.

Long-Term Partnership: The 17-year partnership has led to a deep understanding of the culture, values and objectives, ensuring seamless recruitment alignment with strategic goals.

CRITICAL SUCCESS FACTORS

- CONMED's needs are understood through a deep comprehension of their strategic long-term objectives.
- Targeted attraction draws in candidates with relevant customer service and operations experience.
- A consistent pool of qualified candidates with 47% coming from mme's existing local database.
- A retention and tenure focus led to an average tenure of 8+ years, ensuring stability and experience within the workforce.
- Knowledge and advice provided influenced strategic decision making.
- Operational efficiency & enhanced customer experience via highly skilled and experienced workforce
- Data-Driven Insights to optimise recruitment strategy and improve the hiring process.
- Identifying high-potential employees for future leadership roles at the outset allowed for a streamlined succession plan.



17 year partnership has fostered a deep understanding of culture, values, business objectives & strategic goals.



94.8% RETENTION RATE

mme's unique on-boarding & aftercare program contributes to our 94.8% retention rates for new professionals.

To discuss how the mme team can support your strategic recruitment activities, please contact us on:

☎ 02 9451 0222

✉ info@mitchellmorley.com.au



We have had the privilege of partnering with mme for over 17 years, their impact on our customer service and operations departments has been remarkable. Their proactive talent pipeline and their overarching focus on retention have allowed for a stable workforce and smooth transitions within our leadership roles.

Leslie Jarvis
HR & Operations Manager

