



## **Pfizer** *Case Study*

### **The Company**

At Pfizer they discover, develop, manufacture and market, leading prescription medicines for humans and animals and many of the world's best-known consumer brands. At their Morpeth site, Northumberland, they concentrate on the research, manufacture and packaging of arthritis, cancer and cardiovascular medications.

### **Business Requirement**

Pfizer places much emphasis on a supplier to represent the site culture and parity of benefits to temporary staff. Since 1996, NRG have provided a flexible workforce to Pfizer's manufacturing operation across various disciplines:

- **Industrial Flexible Resourcing**
- Engineering & Manufacturing
- Information Technology
- Human Resources
- Finance
- Commercial
- Executive specialists

Since Morpeth is predominantly a manufacturing site, Pfizer's requirements are typically to support key manufacturing areas such as production, packaging, chemical, warehousing, security and quality. Their requirements fluctuate between **50 to 100** temporary workers dependant on workload demands.

### **The NRG Solution**

NRG's service is managed by an Account Manager who ensures that all requirements are met 100%. The requirements include:

- It is important that new candidates are rigorously assessed by both NRG and Pfizer before placement in assignment.
- Daily management of candidates.
- Adaptation of Pfizer's payroll and invoicing procedures.
- Ongoing management reviews and manpower planning.

The temporary staff and Pfizer management have constant access to the Account Manager via 24-hour mobile contact on on-site consultations.

It is particularly important that new candidates are rigorously assessed. NRG's candidates are seldom rejected from Pfizer's interview process as we have a good insight into their requirements after a long and close working relationship.

## **Business Benefits**

NRG have provided Pfizer with a long-term partner who is able to understand their multi-disciplined requirements and given Pfizer greater flexibility, enabling their Human Resources Division to focus on strategic issues. NRG's multi-disciplined recruitment services enable Pfizer to use occasional services whilst confident that their business need is understood.

## **Testimonial**

*"NRG has been Pfizer's Recruitment provider of choice since 1996. Their flexibility, professionalism and attention to detail have allowed us to develop a professional partnership based on mutual trust. The Account Managed service is essential for the continuity and consistency of service delivery, and has acted as a consultancy service as well as recruitment provision over the years. With changing customer demands and competition on a global scale we require a service provider that understands our business culture and operates a proactive service over and above the provision of staff. In light of the support that Pfizer have received from NRG I am able to recommend their services in the provision of a Flexible workforce."*

**Lynn Rugg – Human Resources Manager**