



CASE STUDY

WHY CULTURE FIT IS GREATER THAN RESUME FIT

Plastics Manufacturing

OVERVIEW & CHALLENGE

The client had spent nearly a year trying to fill a critical Maintenance Supervisor role. While they attracted candidates with strong technical resumes, hires consistently fell flat. New supervisors brought a top-down approach that clashed with the company's collaborative, hands-on shop floor culture. Team trust eroded, morale tanked, and leadership churn only made things worse.

We knew this wasn't just about tools and techniques but about people. Our process kicked off with more than a job description. Through targeted intake conversations, we uncovered critical success traits that weren't listed anywhere.

OUR APPROACH



Through targeted intake conversations, we uncovered critical success traits that weren't listed anywhere:

- Approachability and clear communication
- A coaching, not commanding, leadership style
- Calm under pressure and trusted problem solver
- A team player who leads by example



“It's exactly what we needed—someone who fits, not just someone with the right credentials. —Our Client



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THE SOLUTION

We introduced a candidate whose resume didn't check every traditional box, but their reputation spoke volumes. Coming from a different industry, they were known for developing strong teams, mentoring peers, and building authentic relationships. Though not a formal manager on paper, their leadership impact was undeniable.

THE RESULTS

Turnover Drop

Turnover in the department dropped dramatically.

Morale & Productivity Increase

Morale and communication saw a major boost, while productivity steadily increased.

Unified Team

Leadership and floor staff now operate as a unified team.

