



# Case Study: A S Harrison & Co

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## Strengthening recruitment throughout an organisation

### The Challenge

With four distinct strategic business units (SBUs), leading specialty chemical supplier, A S Harrison & Co, found itself with an inconsistent recruitment process that was not streamlined across each SBU. While this business structure successfully serviced their clients (that include many top-100 Australian companies), it had led to recruitment practices that were not utilised to their maximum potential. A S Harrison & Co, over the past 4 years has seen significant growth which meant new hiring managers were needed and internal promotions saw a need to train and develop current managers.

A S Harrison & Co engaged 360HR as their exclusive partner to recruit a range of highly-knowledgeable specialists. With important plans for growth in the pipeline, A S Harrison & Co once again turned to 360HR to help them strengthen recruitment processes and develop a framework on 'best practice'.

### FACTS

#### Products / Services:

Importation & distribution of specialty chemical additives

#### Website:

[www.asharrison.com.au](http://www.asharrison.com.au)

*"360HR were amazing. They were extremely professional with their tailored approach to the business needs and shed light on gaps in our current process. It's rare to have a CEO involved in a process like this, he was completely satisfied with the program and results."*

Robert Feltrin - GM Org. Development, A S Harrison & Co

### The Solution

360HR's Director, Di Pass worked closely with A S Harrison & Co to pinpoint their requirements and overarching goals. This process confirmed why A S Harrison & Co had become so successful over their 95-year history: in-depth knowledge underpinned how they built strong relationships with their highly-diverse range of customers and suppliers. This in-depth knowledge gave the particular SBUs a market-edge in industries as diverse as Personal Care, Food, Lubricant Additives, Mining and Fuel and Energy. Di honed in on this shared depth of knowledge that cut across all SBUs. A S Harrison & Co, a family run business meant Di focused on the values, mission and purpose that are shared by all A S Harrison & Co staff.

Armed with these insights, 360HR created a recruitment framework that would work for all SBUs. To ensure buy-in and firm-wide adoption, Di also tailored a training program for all senior staff involved in recruiting, interviewing and managing people at A S Harrison & Co. This training program, titled *The Science of Selection*, was delivered over two days, which focused on 'Your Thoughts Please' a mix of appreciative inquiry that saw staff working together to create a framework by providing their own opinions and thoughts.

### The Results

A S Harrison & Co now has an efficient and consistent approach to recruitment that works for all four SBUs. They've improved their recruitment outcomes and streamlined their HR operations. Plus, A S Harrison & Co now has a consistent approach to induct new staff that brings to life the company's shared values, mission and purpose and has strengthened the workplace culture.