**Case Study: Business Process Manager – Eindhoven Trade Company**

**Outline:**

Our client is a family owned, fast growing trade company with a clear vision on how Logistics can support their sales business. With a head office in Eindhoven and warehouses with over 150K square meters, this company manages to deliver most of their sales from stock.

**Challenges faced:**

The client managed to form a new Logistics Management Team but struggled to fill in the key resource: the business process manager. This key position directs all the inbound and outbound orders, this person is responsible for the planning of all the staff in the warehouses and for arranging transport for outbound orders. It is a critical role in a high-volume process. Previously the position was taken consecutively by an interim manager and a recruited employee, but both failed to succeed.

The need was to recruit the perfect fit for the role, the MD of the company started to focus on this role as it is critical for the growth of the company.

We had only one chance to recruit an experienced business Process Manager with the perfect cultural fit, besides of course the specific competencies and skills for the role. The previous managers and the way in which they filled in the role caused distrust with the team, the company needed to find the right person immediately.

**Candidates Profile Summaries:**

**NL-based Business Process Manager**

* Highly experienced Logistics profile
* 10 years of experience in high volume logistics
* Perfect cultural fit in family owned and highly ambitious company.
* A manager who builds the structure and solves the issues by managing the process.
* Someone who is calm in a turbulent logistics environment.
* A candidate for the long term, with interest and training in future logistics competences

**Search Process**

* Antal Netherlands finalized the job descriptions.
* Roles promoted on Antal.com
* Headhunt approach as a specific candidate was aspired, use of advanced candidate search techniques.
* Leveraged Antal Netherlands and Antal International partner office networks and candidate databases
* Thorough selection process, one candidate profile submitted for the role.

**Result**

* Retainer contract agreed August 2020.
* Candidate contract phase started begin November 2020
* Successful candidate start date was December 15th.

**Source:** Case study submitted by our team in The Netherlands, December 2020

Led by Managing Partner, Johan Roxs