

Valvoline: High-Volume Hiring Disciplined

Scaling sourcing infrastructure without sacrificing quality.

THE PARTNERSHIP

Systematic improvement across a high-volume footprint.

Qualigence began working with Valvoline in April 2019. The mandate: build a more robust, efficient talent acquisition process that could handle both salaried and hourly volume without sacrificing quality at the individual decision level.

The objectives were concrete: improve role requirement clarity between must-have and nice-to-have, strengthen communication with hiring partners, and deliver customized search approaches for different role types across the organization.

THE APPROACH

Four operational improvements, applied systematically.

Enhanced role clarity.

Delineated clear distinctions between essential and desirable criteria for each role. Streamlined the candidate selection process by removing criteria that could not predict performance.

Resource augmentation.

Added full-cycle recruiting resources to augment Valvoline's internal capacity. Targeted sourcing efforts for the specific role types that created the most volume pressure.

Improved communication channels.

Established structured communication cadences with hiring partners. Integrated with Valvoline's applicant tracking system (iCIMS) for a more transparent process.

Customized search approaches.

Tailored sourcing, research, and recruiting strategies by role type. High-volume hourly roles required different methods than salaried professional searches.

THE RESULTS

Measurable improvement across every stage of the funnel.

Significant submittal volume.

A high number of qualified candidates submitted across the engagement period, reflecting the efficiency of the refined sourcing approach.

Improved conversion metrics.

Submittal-to-interview and interview-to-hire conversion rates improved across the engagement, indicating better upfront qualification and role alignment.

Lower average cost per hire.

Efficiency gains in the sourcing and evaluation process reduced the cost per hire relative to the prior approach.

Scalable process.

The strategies developed during the partnership gave Valvoline a repeatable framework for both high-volume hourly and salaried professional hiring.

The Qualigence-Valvoline partnership continues. The lessons from the initial engagement - continuous improvement in communication, customized search approaches by role type, and a focus on strategic alignment between talent acquisition and business needs - guide each subsequent phase.

The numbers behind the method.

60%+

Fortune 500 companies trust us with executive selection

85%

First-year retention on placed executives

1999

The year Steve Lowisz founded Qualigence
