

# Case study



**Rexall reduces its turnover by 50% with predictive people data**

**Retail industry**

## Business Issue

The HR team at Rexall Pharmacy Group, Ltd. a wholly-owned subsidiary of McKesson Corp., was on a mission to provide best in class talent management practices and counsel to its retail-based organization of 8,000 employees in 450 pharmacy stores across Canada. Better hires, development and advancement of those hires— especially in store manager and pharmacy manager positions, helps support Rexall's commitment of delivering exceptional service and healthcare to its customers in 180 communities across Canada.

In early 2016 Rexall decided to take a more systematic approach to hiring. They wanted to:

- Hire more top performers in key positions
- Minimize exit rate/outplacement

"I was looking for practices and tools that would help us with this concept of best fit staffing," said Senior Vice President of Human Resources, Frank Monteleone.

## Solution

Rexall had experience with a number of behavioral assessment vendors but didn't have one definitive partner when Monteleone tried SuccessFinder for the first time.

"We tried it first with a search for a Director and I was pleasantly surprised with how easy it was to interpret the SuccessFinder report and the applicable, meaningful conclusions," said Monteleone.

From there, the HR team suggested that hiring managers, when unsure about a final hiring decision, try the SuccessFinder assessment. Not only did the tool help them make the decision, once they saw how successful their new hires were in the role, they came back and requested the tool for their next hires.

"Hiring is often done based on conversation and a gut feel," continued Monteleone. "With SuccessFinder, we are adding science to our decision-making. Now, when we are on the fence about a candidate, we can pinpoint what that 'feeling about a candidate that you couldn't put into words' was based on. Better yet, our managers really like having insight on new hires' behaviors to get a better idea on how to manage the individual for success."

## About Rexall Pharmacy Group Ltd.

With a heritage dating back over a century, Rexall/Pharma Plus is a leading drug store operator with a dynamic history of innovation and growth. Their focus is helping Canadians improve their overall health and wellness with a wide assortment of products and easily accessible, more convenient services. Operating over 450 pharmacies across Canada, Rexall's 8,000 employees are dedicated to providing exceptional patient care and customer service. Rexall is a member of the Rexall Pharmacy Group Ltd., a wholly-owned subsidiary of McKesson Corporation. For more information, visit [rexall.ca](http://rexall.ca)



[successfinder.com](http://successfinder.com)



## Business results

SuccessFinder is delivering results and additional insight across the organization.

For example, they are using it:

- At the candidate level for best fit hiring
- At the new hire level for onboarding and development
- And at the business level for assessing talent composition and leadership pipeline

Overall, SuccessFinder has helped Rexall to ensure better hires, which is leading to better promotions, and reducing turnover.

One of the newest initiatives at Rexall is to improve company culture and employee experience to positively impact the customer experience. Part of that was to launch a company-wide survey to capture employee values. "It was great to see the synergy in how closely our values aligned with the competencies and traits that were so well articulated in the SuccessFinder assessment. We actually summarized this as our Rexall DNA: Driven, Nimble and Accountable."

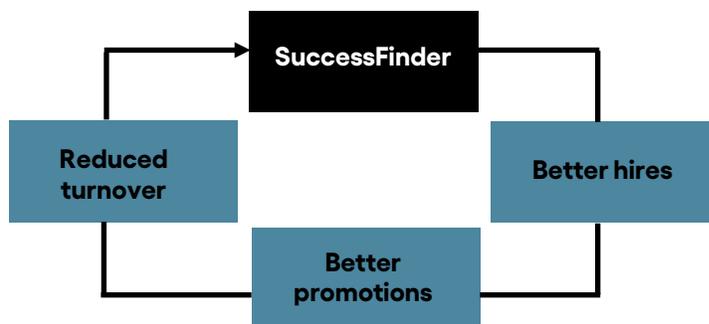
To further capitalize on that synergy, Monteleone and all of his client-facing HR team members have completed their SuccessFinder certification training, enabling them to read and interpret results and provide 1:1 coaching.

**Rexall uses SuccessFinder in their headquarters for both hiring and succession operations and are rolling it out across the rest of the country for all 450 of its retail stores.**

"This will provide deep in-house support for employees and managers interested in exploring career planning and team dynamics. Getting our team trained is both great for Rexall and elevates our HR team to best-in-class status among retail organizations."

**450** retail stores using SuccessFinder

**50%** reduction in turnover



## What the Rexall team said

"You can teach people a skill, but you can't teach behavior on how to make the most of that skill. SuccessFinder brings behaviors to light and quantifies them for us against what is crucial to our organization."

**Frank Monteleone, CHRE**

Senior Vice President, Human Resources, B2C Businesses - McKesson Canada

"SuccessFinder has really caught on. People won't make hiring decisions without the assessment in their hands. The information is relevant, accurate and meaningful: people are blown away by the amount of information they get back and how right it is."



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