

ProAmpac: Innovating products, packaging and processes



Austin Rosenberger

HRIS manager and project management office (PMO)



Lauren Dunne

HR generalist and employee assistance fund coordinator



Sal Pellingra

VP of global application and innovation development

Quick facts

 **Company:** ProAmpac

 **Industry:** Manufacturing

 **Headquarters:** Cincinnati, Ohio

 **Employees:** 6,000

 **Award:** ADP Meeting of the Minds 2022 Client Award for Innovation at Work

 **ADP products featured in this story:** ADP Comprehensive Outsourcing Services, ADP Vantage HCM®, ADP DataCloud, ADP Screening and Selection Services

Driving innovation through teamwork

Lauren: Here at ProAmpac, there's no voice too small. If you have an idea, you can bring it to your manager, a coworker or somebody within the company and you'll get the support, resources, input and teamwork you need to see it through. We're very innovative because we always come together to help bring new ideas to life. It's when our operations manager works with our quality manager to create more efficiencies in our procedures, or the engineering team works with the machine operator to help solve what's going wrong with a machine. We all welcome ideas, value one another's opinions and come together to create the best outcome.

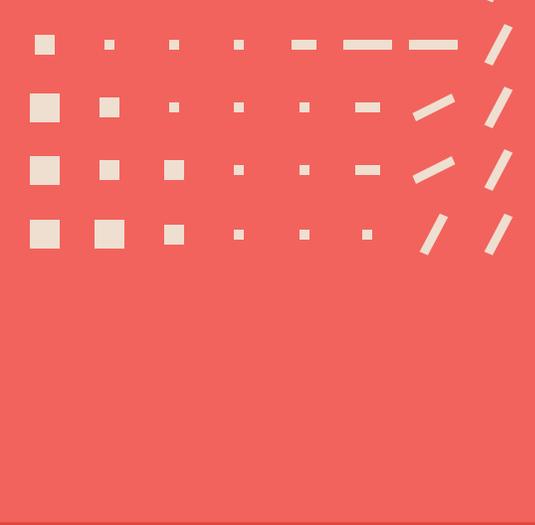
ProAmpac is known for designing and manufacturing sustainable, flexible packaging. With a variety of customers ranging from food and beverage, lawn and garden, home, beauty and healthcare, it works to create unique and innovative solutions for all kinds of products. But not only does the company focus on innovating packaging; it encourages its nearly 6,000 employees worldwide to innovate processes on a daily basis through teamwork and problem solving.

ProAmpac utilizes ADP® Comprehensive Outsourcing Services, a fully integrated managed services solution for HR, payroll and taxes, talent, benefits and time and labor, allowing them to be laser-focused on their strategic business initiatives. Discover how ProAmpac's partnership with ADP helps drive innovation through tools like recruiting management, data and analytics, performance management and more.

Learn more about ProAmpac at proampac.com



Always Designing
for People®



Using ADP technology every day has made my job so much more efficient ... All around, it's sped up our process in the best way possible.

Lauren Dunne

HR generalist and employee assistance fund coordinator

Sal: When a lot of companies think of innovation, they're thinking about coming up with new products. But at ProAmpac, innovation is almost everywhere. It can be through our packaging, our products, our website and our systems, but also through the way we work together to make things more efficient. Innovation is in our blood. It's not just the products we make, it's the things we do together to create better solutions.

Recognizing employees for innovation

Austin: ProAmpac recognizes our employees for innovation. For instance, we have a Monday morning leadership call with the top 300 leaders in the company. Each function gives their updates and spotlights employees who have solved a problem or innovated a process along the way. To take that recognition a step further, our CEO will call those employees and ask, "How did you do that? How did you think of that? How can we get that in our other sites?" It means a lot to the employees to hear from him directly. We also have peer-to-peer recognition on our company internet page where people are recognizing each other all the time for helping with different processes or innovation.

Sal: ProAmpac does a really good job encouraging our employees. We constantly give our employees positive encouragement, and when employees come up with something innovative, we give them an award or take them to lunch or dinner. We want to encourage that behavior and help them feel free to reach out and try something new. There is nothing worse than stifling innovation; we're just not that type of company. Try something — if it works, that's awesome, let's keep doing it. If it doesn't work, how can we make it better?

How ADP helps with innovation

Austin: We have a full suite of services from ADP. The ADP Managed Services includes processing payroll weekly, biweekly and semi-monthly. We also use recruiting, benefits, managed tax service, Screening and Selection Services, Wage Garnishments and more. We've recently innovated our processes around performance management through ADP. Previously, we didn't have a universal way to measure performance, such as a midyear touch point or a year-end evaluation. And with our company growth, we had 11 disparate systems for workforce and performance management, which meant it was done 11 different ways. ADP's talent management tool allowed us to instill a universal process, which has been a game changer. It has helped drive accountability and gain visibility into performance, which was a huge win for us.

Sal: Innovation is about finding better ways of doing things. The benefit of ADP is our employees having access to everything they need. They don't have to bother a manager or someone in HR to find information. They can go directly to ADP to view pay, team reviews, savings, health insurance ... everything is in one place. And employees feel secure logging into ADP, which is important because there's a lot of personal information on there. The security and accessibility ADP provides is key. That is a better way of doing things, and it helps employees be more efficient overall.

Austin: ADP understands that we like to solve problems. They're consistently taking our feedback knowing that we came from having many different systems prior to ADP. Being able to share our feedback as an early adopter creates a win-win for us both. We're helping really mold a product or service that works for us. Our ADP client success executive is an extension of our team, helping to support our HR strategy. They know the direction we're going in and point us to ADP products that are going to help us achieve our goals and that has had a tremendous impact on the ProAmpac team.

Gaining visibility into recruiting

Austin: ADP Recruiting Management has really helped us gain visibility to our process. Before, if we posted a job on a random job board, we wouldn't know how many applications we received across our 33 locations, or if the way we posted our job titles or descriptions was correct. ADP allowed us to see we're getting 1,000 applications a month, as well as learn what works in terms of what we post — it's in the results ADP gives us through the recruiting module.

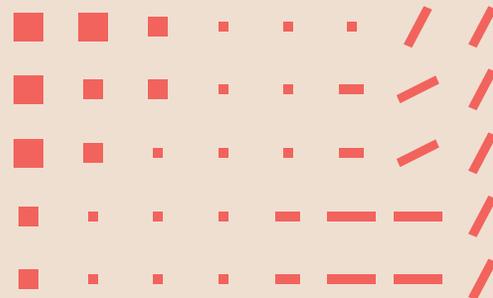
Lauren: It can be a tedious task when you're recruiting and looking at resumes on the computer — it adds a lot of time to your day. ADP Recruiting Management has given us that time back by sourcing the best candidates in a central location; it's very efficient. It's an easy process and allows us to efficiently look at all candidates who have applied, advance or dismiss candidates based on credentials and hire the best people for our team. Now, we're able to get away from our computers and spend time on the floor getting face time with our current employees as well as the new hires we bring in through the system.

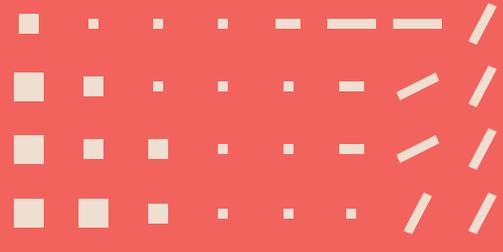
Insights and analytics with ADP DataCloud

Austin: Without data, it would be hard to know what problems we need to solve. [ADP DataCloud](#) is amazing in helping us gain visibility. Whether it's demographic data for DE&I purposes or knowing how many manual checks we cut in a week, ADP DataCloud allows us to gather our current state and pull specific data, distribute it amongst our sites and give them the insights and the tools to better manage their team. Without those insights, we can be flying blind at times. All those data points allow us to drive our HR strategy or solve the problems in front of us. That's where ADP DataCloud has made the biggest difference for us.

As ProAmpac looks toward the future, we're able to leverage ADP to help us expand into new territories and bring on new team members.

Austin Rosenberger
HRS manager and PMO





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Overcoming challenges during the pandemic

Austin: A couple months after the pandemic started, ProAmpac was struggling to get new team members onboard quickly due to businesses or offices being shut down for pre-employment testing. If we don't have team members, our machines aren't running, products aren't out the door, customers aren't happy and end users don't see our products on the shelves. But it comes down to the way we think about innovation, which is problem solving. Through [ADP Screening and Selection Services](#), we were able to do the testing in-house instead of in the labs. This sped the timeframe up from a couple days to 15 minutes, which dramatically changed the way we could bring new team members on, and we were able to solve for that problem.

Lauren: In the beginning of the pandemic, the ADP recruiting system was a huge help. We were able to use a central location to source all our candidates and get all the information we needed so we could hold phone interviews rather than in-person interviews. We were able to continue running our business while bringing on great candidates to the team.

Also, ADP tools have been great for our employees who have the capability to work from home. If they need to clock in and clock out, they can log into MyADP and easily do so. We have also furloughed traffic on our timeclocks to prevent the spread of COVID, so any employees who work from a computer each day can clock in and clock out from their desktop rather than using the timeclock.

Creating efficiencies

Lauren: Using ADP technology every day has made my job so much more efficient. If I need to onboard an employee into [ADP Vantage HCM](#), it takes two minutes and then I'm back out on the floor with the employees again. And new employees can start their onboarding from home as well through MyADP, which is a great option. I'm always happy to help them, but it's a very self-sufficient service for employees and for us as HR business partners as well. All around, it's sped up our process in the best way possible.

Driving innovation through DE&I

Austin: We had the opportunity to meet with Dr. Susan Hanold from [ADP Strategic Advisory Services](#) to help us understand how to lay the foundation for DE&I. We've been able to include this in our HR strategy and make DE&I a priority for ProAmpac. Giving somebody a place to work that they're comfortable in provides a sense of belonging and keeps them engaged. And those engaged team members often become our problem solvers and the ones driving innovation for us.

Winning the Innovation at Work award

Austin: When I heard we won the Innovation at Work award, I had to take a step back and just say, "wow." Innovation and problem solving is in our blood here at ProAmpac. To us, it's the day-to-day, but to be recognized for it by ADP means a lot. It shows we're making a difference with what we do both on the business side and through ADP's platform.

Lauren: When I found out ProAmpac received the Innovation at Work award from ADP, I was really proud of our team across the whole company. We push boundaries every day; we're always trying to make our processes better, our systems better and our product better.

Looking toward the future

Austin: As ProAmpac looks toward the future, we're able to leverage ADP to help us expand into new territories and bring on new team members. Some of our goals include, on the business side, being the household name in products, and on the people side, being the employer of choice. People want to come to work here, and they want to stay here. ADP helps us obtain those goals by giving us a platform through ADP Vantage HCM.

Do things better with help from ADP

Get the tools you need to innovate your HCM processes.



ADP Vantage HCM: ADP Vantage HCM offers global compliance capabilities, powerful technology and expert service that helps you enable great teams, enhance workforce agility and improve the employee experience.



ADP Comprehensive Outsourcing Services: ADP Comprehensive Outsourcing Services is a highly flexible payroll and HR outsourcing solution for large businesses looking to contain costs and manage risk.



ADP Screening and Selection Services: ADP Screening and Selection Services offers a full suite of background screening products, including fully integrated global solutions, drug testing and medical screening services.



ADP DataCloud: ADP DataCloud is a powerful people analytics solution designed to help you deliver actionable insights to all the right people in your organization.

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