

Sage Abra HRMS



Measuring Up - Using Metrics to Meet and Exceed Expectations

Sage HR R&R: Refresh and Recertify
Webcast Series

sage

Your Presenter for Today

Mary Anne Osborne, SPHR
The Osborne Group

- Over 25 years of HR experience in Telecom, Financial, Manufacturing, Healthcare and Higher Education arenas
- People-centric HR Professional
- Award winning
- Business, Customer Service and Quality focused



Objectives

In Today's Webcast You Will Learn:

- What CEO's need to know from Human Resources.
- How to deliver value while keeping an eye on the bottom line.
- Skills for communicating HR's value in CEO-speak.
- A set of metrics for use in evaluating and improving:
 - Staffing
 - Compensation and benefits management



How Does Your Company Categorize Employees?

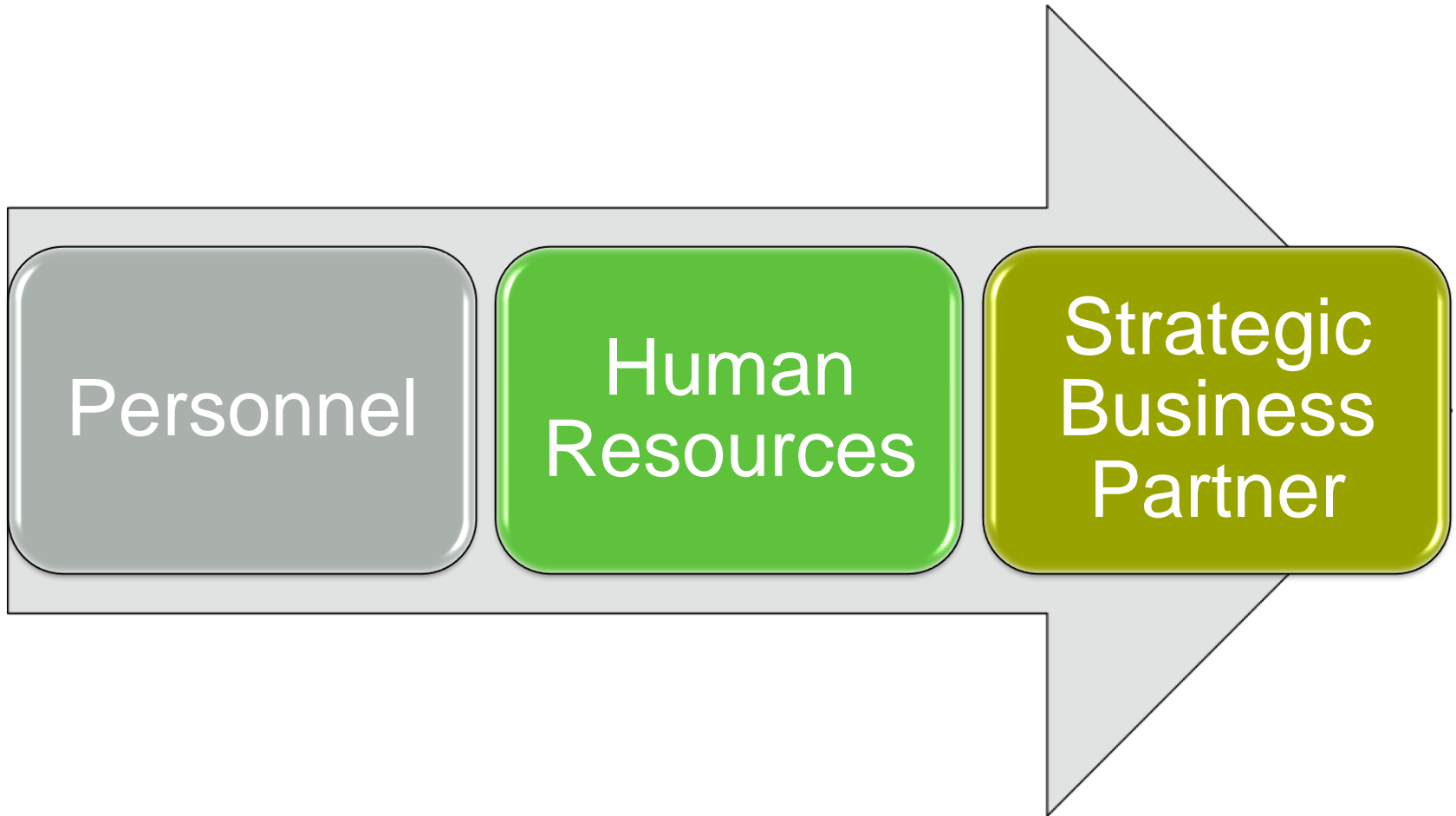
Necessary Business Expense



Revenue Generating Asset



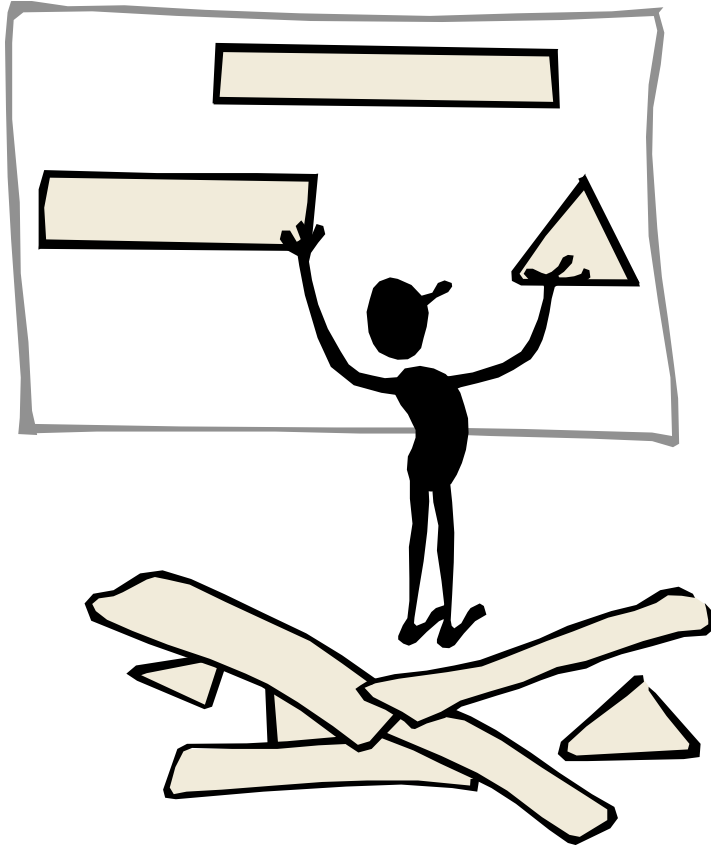
The Evolution of the Role of Human Resources



Metrics

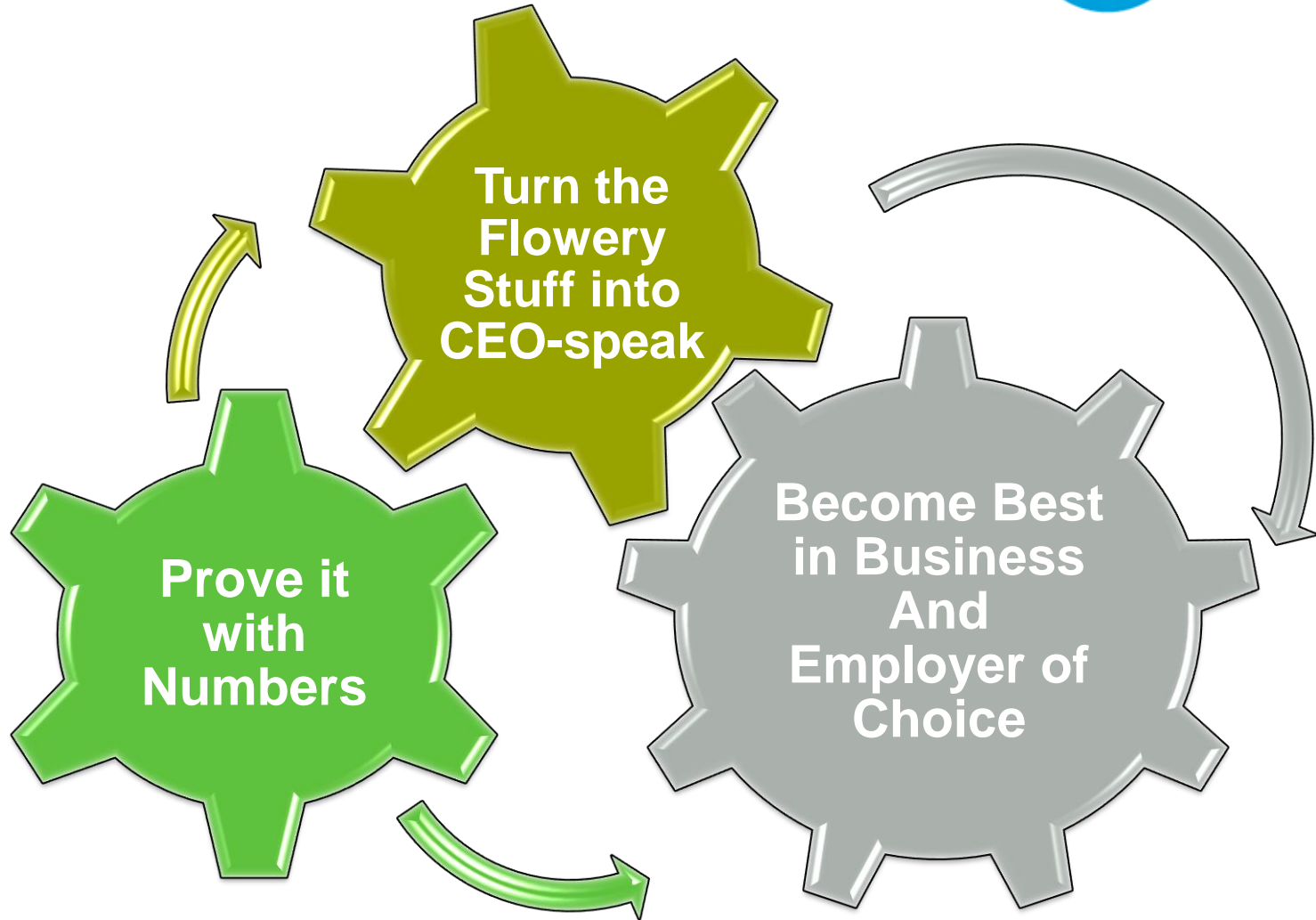


Why HR Needs to Change

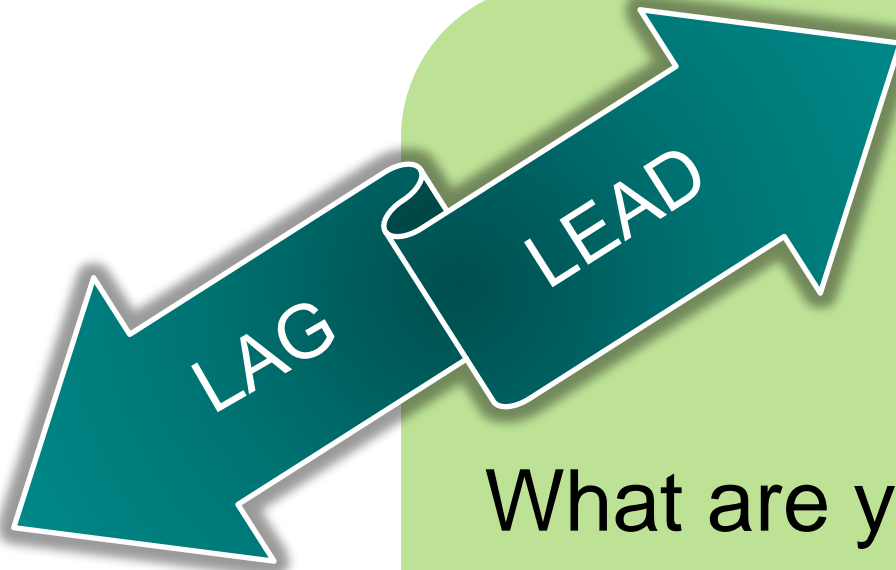


- Cost center mentality affects HR's reputation
- Responsibility to the business
- Profession is changing
- Competitive edge
 - Personally
 - Professionally

Strategic Partner or Paper Pusher



Lead and Lag Indicators



What are you measuring?
What does it mean?

Sometimes You Have to Spend Money to Make Money

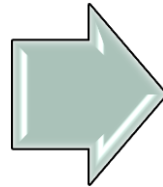
- **Wise investments in the right resources**
 - Produce positive results
 - Make the difference
- **Current business structure**
 - Encourages investments in hard assets
 - It's what they count
- **Compensation programs**
 - What results do you want
 - Build programs to encourage expected behaviors



Talk CEO-speak

What do the CEO and CFO worry about?

- Balance sheets and financials
- Right people in the right places
- How to create value for investors
- How to create value for customers



HR Solutions

- Demonstrate cause and effect
- Align HR goals with Business goals
 - Drill Down

Staffing Metrics

Basic Measures

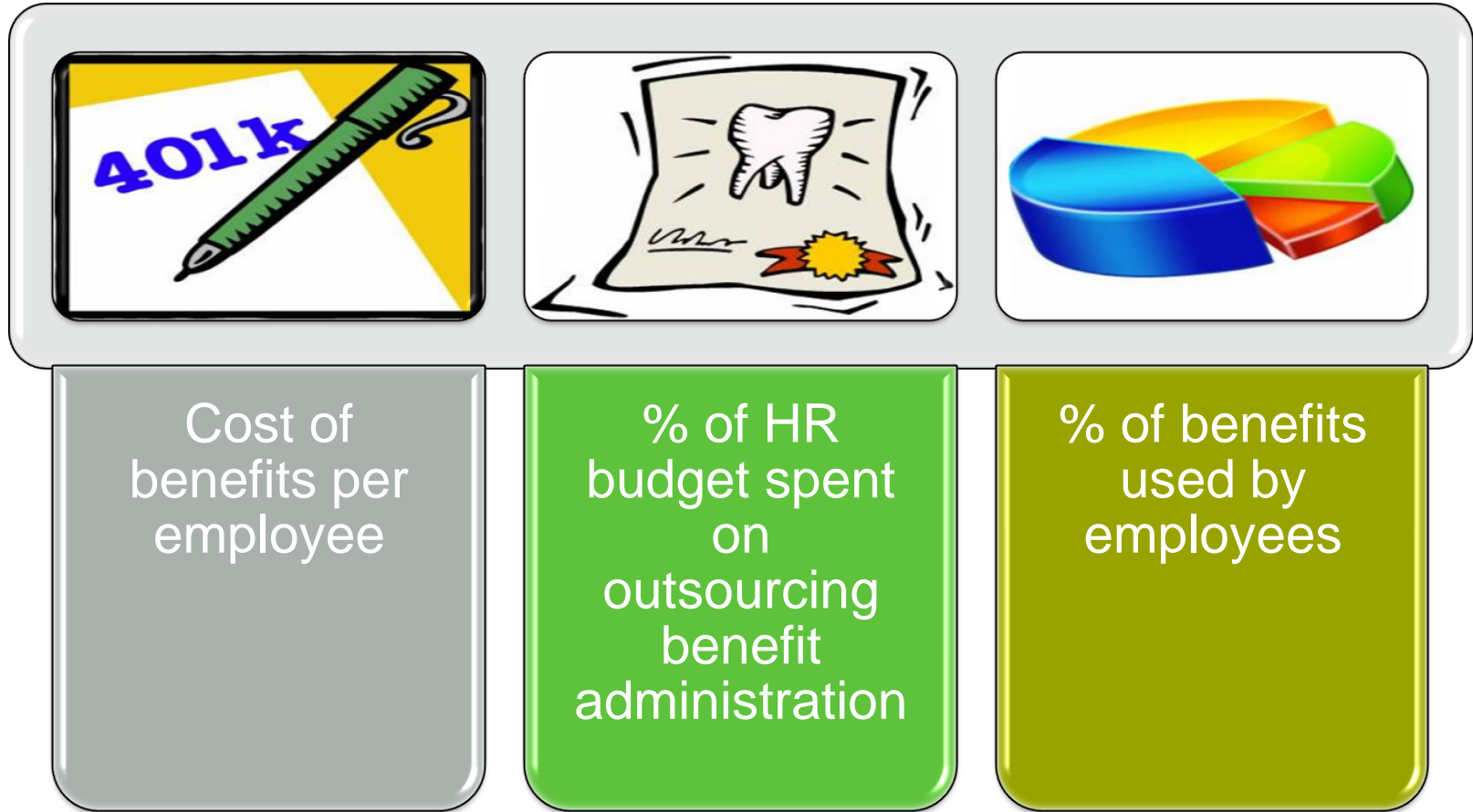
- Number of qualified applicants per position
- % hired based on validated test selection
- % of jobs filled from within

Drill Down Measures

- % of hires included in a formal HR Plan
- % of HR budget spent on recruitment outsourcing

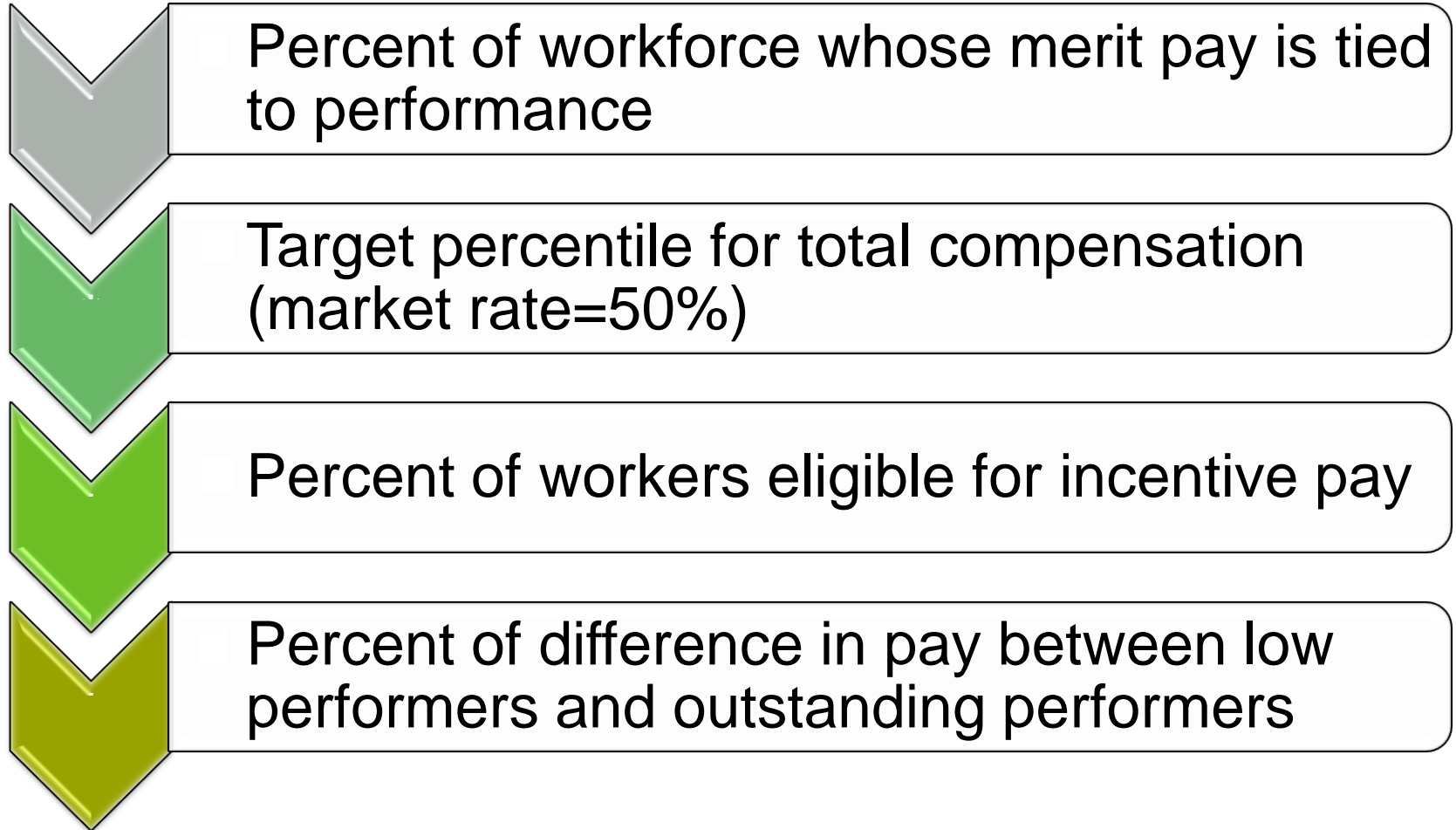
That which gets measured, gets managed . . .

Benefits Metrics



That which gets managed, gets accomplished!

Compensation Metrics



All metrics are from “The HR Scorecard” by Becker, Huselid and Ulrich.

Summary

- Measure performance based on strategy rather than purely financials.
- Link HR results to measures such as profitability and shareholder value.
- Build value that both the line managers and senior management will value.



About Sage Abra HRMS

- Sage Abra is human resource management system software that delivers tightly integrated HR, payroll, benefits and attendance functionality, plus rich reporting and analysis tools.
- With its advanced reporting and decision support tools (both customizable and standard) and refined tracking capabilities in employee records, Sage Abra can help you deliver the metrics you and your executives need to make critical decisions about the workforce.

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