

Open Standards Benchmarking Measure List

Manage Employee Information

Cost Effectiveness				
Metric Group ID	Metric Name	Metric Formula	KPI Flag	PCF ID
103728	Total cost to perform the process group "manage employee information" per \$1,000 revenue	$207.0030c / (200.0050 * .001)$	a	10414
103940	Total cost to perform the process group "manage employee information" per business entity employee	$207.0030c / 200.0180a$	a	10414
101731	Overhead cost to perform the process group "manage employee information" per \$1,000 revenue	$((207.0040c * 207.0030a) / 100) / (200.0050 * 0.001)$		10414
101733	Overhead cost of the process group "manage employee information" per business entity employee	$((207.0040c * 207.0030a) / 100) / 200.0180a$		10414
103375	Systems cost to perform the process group "manage employee information" per \$1,000 revenue	$((207.0040b * 207.0030a) / 100) / (200.0050 * 0.001)$		10414
103376	Systems cost of the process group "manage employee information" per business entity employee	$((207.0040b * 207.0030a) / 100) / 200.0180a$		10414
104059	Personnel cost to perform the process group "manage employee information" per \$1,000 revenue	$((207.0040a * 207.0030a) / 100) / (200.0050 * .001)$		10414
104065	Personnel cost to perform the process group "manage employee information" per business entity employee	$((207.0040a * 207.0030a) / 100) / 200.0180a$		10414
Process Efficiency				
Metric Group ID	Metric Name	Metric Formula	KPI Flag	PCF ID
101053	Number of FTEs that perform process group "manage employee information" per \$1 billion revenue	$207.0010d / (200.0050 * 0.000000001)$	a	10414
Cycle Time				
Metric Group ID	Metric Name	Metric Formula	KPI Flag	PCF ID
100303	Response time in hours for non-routine "manage employee information" inquiries	207.0300		10523
100305	Response time in hours for routine "manage employee information" inquiries	207.0290		10523
100325	Average time in days to fulfill an ad hoc information request	207.0140		10523

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Staff Productivity				
Metric Group ID	Metric Name	Metric Formula	KPI Flag	PCF ID
100489	Number of business entity employees per "manage employee information" FTE	$200.0180a / 207.0010d$	a	10414
101364	Number of non-routine "manage employee information" inquiries per business entity employee	$207.0270 / 200.0180a$		10523
101400	Number of routine "manage employee information" inquiries per business entity employee	$207.0260 / 200.0180a$		10523
Supplemental Information				
Metric Group ID	Metric Name	Metric Formula	KPI Flag	PCF ID
100039	Other cost to perform the process group "manage employee information" as a percentage of the total cost to perform the process group	$(207.0040d * 207.0030a) / 207.0030c$		10414
100056	Overhead cost to perform the process group "manage employee information" as a percentage of the total cost to perform the process group	$(207.0040c * 207.0030a) / 207.0030c$		10414
100070	Personnel cost to perform the process group "manage employee information" as a percentage of the total cost to perform the process group	$(207.0040a * 207.0030a) / 207.0030c$		10414
100093	Systems cost to perform the process group "manage employee information" as a percentage of the total cost to perform the process group	$(207.0040b * 207.0030a) / 207.0030c$		10414
100819	Total labor cost to maintain and support HRIS as a percentage of total business entity personnel cost	$(207.0080a(ii) + 207.0080b(ii)) / (200.0180c) * 100$		10414
101652	Outsourced cost of the process group "manage employee information" as a percentage of the total cost to perform the process group	$207.0030b / 207.0030c * 100$		10414
101787	Percentage of "manage employee information" inquiries received that are non-routine	$207.0270 / (207.0260 + 207.0270) * 100$		10523
101788	Percentage of "manage employee information" inquiries received that are routine	$207.0260 / (207.0260 + 207.0270) * 100$		10523

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Supplemental Information				
Metric Group ID	Metric Name	Metric Formula	KPI Flag	PCF ID
101791	Percentage of "manage employee information" inquiries received via digital communication channels	207.0280a		10523
101796	Percentage of "manage employee information" inquiries received via non-digital communication channels	207.0280b		10523

About APQC's Open Standards Benchmarking

- APQC is the steward of the open standard benchmarking content. Content is developed and reviewed by various subject matter experts.
- Participation in APQC's Open Standards Benchmarking is complimentary for APQC Enterprise Members. APQC Functional Members can benchmark in their functional membership at no cost.
- By participating, you will receive a detailed table comparing your responses with those of your peers. In essence, you'll get a row-by-row comparison of your responses versus those of your peers. The data tables will feature your answers as well as indicate the high, median and low performance ranges.
- Past participants have used open standards benchmarking research reports to set baselines for process improvement projects, to build a business case for new initiatives, to prioritize high-impact opportunities, and even to validate success or return on investment from efforts.

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