

Open Standards Benchmarking Measure List

Redeploy and Retire

Cost Effectiveness				
Metric Group ID	Metric Name	Metric Formula	KPI Flag	PCF ID
103878	Total cost to perform the process group "redeploy and retire employees" per \$1,000 revenue	$206.0030c / (200.0050 * .001)$	a	10413
103962	Total cost to perform the process group "redeploy and retire employees" per business entity employee	$206.0030c / 200.0180a$	a	10413
104036	Total expatriation cost as a percentage of total cost of continuing operations	$(206.0230 / 200.0060) * 100$		10513
104061	Personnel cost to perform the process group "redeploy and retire employees" per \$1,000 revenue	$((206.0040a * 206.0030a) / 100) / (200.0050 * .001)$		10413
104075	Personnel cost to perform the process group "redeploy and retire employees" per business entity employee	$((206.0040a * 206.0030a) / 100) / 200.0180a$		10413
104147	Total relocation expenses as a percentage of total cost of continuing operations	$(206.0200 / 200.0060) * 100$		10513
104149	Total expenditure for repatriation as a percentage of total cost of continuing operations	$(206.0220 / 200.0060) * 100$		10513
Process Efficiency				
Metric Group ID	Metric Name	Metric Formula	KPI Flag	PCF ID
101124	Number of FTEs that perform process group "redeploy and retire employees" per \$1 billion revenue	$206.0010d / (200.0050 * .000000001)$	a	10413
101293	Involuntary terminations as a percentage of total business entity employees	$(206.0180d / 200.0180a) * 100$	a	10513
101426	Total terminations as a percentage of total business entity employees	$((206.0160d + 206.0180d) / 200.0180a) * 100$	a	10513
101431	Voluntary terminations as a percentage of total business entity employees	$(206.0160d / 200.0180a) * 100$	a	10513
102166	Middle management/specialists involuntary terminations as a percentage of total involuntary terminations	$(206.0180b / 206.0180d) * 100$	a	10513
102168	Operational workers/office staff involuntary terminations as a percentage of total involuntary terminations	$(206.0180c / 206.0180d) * 100$	a	10513
102170	Senior management/executives involuntary terminations as a percentage of total involuntary terminations	$(206.0180a / 206.0180d) * 100$	a	10513

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Process Efficiency				
Metric Group ID	Metric Name	Metric Formula	KPI Flag	PCF ID
101961	Percentage of business entity employees that were redeployed for reasons other than filling a vacancy	206.0150		10513
Cycle Time				
Metric Group ID	Metric Name	Metric Formula	KPI Flag	PCF ID
100523	Cycle time in days for processing an employee's retirement	206.0090	a	10513
100577	Cycle time in days from receipt of leave of absence request to confirmation of approval/non-approval issued to employee	206.0120	a	10513
100579	Cycle time in days from request for internal transfer to completion of transfer	206.0140	a	10513
100298	Response time in hours for non-routine "redeploy and retire employees" inquiries	206.0280		10413
100301	Response time in hours for routine "redeploy and retire employees" inquiries	206.0270		10413
Staff Productivity				
Metric Group ID	Metric Name	Metric Formula	KPI Flag	PCF ID
100491	Number of business entity employees per "redeploy and retire business entity employees" FTE	200.0180a / 206.0010d	a	10413
101276	Number of internal hires per "redeploy and retire employees" FTE	206.0130d / 206.0010d	a	10413
101366	Number of non-routine "redeploy and retire employees" inquiries per business entity employee	206.0250 / 200.0180a		10413
101402	Number of routine "redeploy and retire employees" inquiries per business entity employee	206.0240 / 200.0180a		10413
Supplemental Information				
Metric Group ID	Metric Name	Metric Formula	KPI Flag	PCF ID
102300	Middle management/specialists voluntary terminations as a percentage of total involuntary terminations	(206.0160b / 206.0160d) * 100	a	10513
102616	Senior management/executives voluntary terminations as a percentage of total involuntary terminations	(206.0160a / 206.0160d) * 100	a	10513

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Supplemental Information				
Metric Group ID	Metric Name	Metric Formula	KPI Flag	PCF ID
102798	Percentage of vacancies filled by internal candidates for middle management/specialists	$(206.0130b / 206.0130d) * 100$	a	10513
102800	Percentage of vacancies filled by internal candidates for operational workers/office staff	$(206.0130c / 206.0130d) * 100$	a	10513
102802	Percentage of vacancies filled by internal candidates for senior management/executives	$(206.0130a / 206.0130d) * 100$	a	10513
102814	Operational workers/office staff voluntary terminations as a percentage of total involuntary terminations	$(206.0160c / 206.0160d) * 100$	a	10513
100041	Other cost to perform the process group "redeploy and retire employees" as a percentage of the total cost to perform the process group	$(206.0040d * 206.0030a) / 206.0030c$		10413
100058	Overhead cost to perform the process group "redeploy and retire employees" as a percentage of the total cost to perform the process group	$(206.0040c * 206.0030a) / 206.0030c$		10413
100072	Personnel cost to perform the process group "redeploy and retire employees" as a percentage of the total cost to perform the process group	$(206.0040a * 206.0030a) / 206.0030c$		10413
100095	Systems cost to perform the process group "redeploy and retire employees" as a percentage of the total cost to perform the process group	$(206.0040b * 206.0030a) / 206.0030c$		10413
101654	Outsourced cost of the process group "redeploy and retire employees" as a percentage of the total cost to perform the process group	$206.0030b / 206.0030c * 100$		10413
101811	Percentage of "redeploy and retire employees" inquiries received via digital communication channels	206.0260a		10413
101812	Percentage of "redeploy and retire employees" inquiries received via non-digital communication channels	206.0260b		10413
101813	Percentage of "redeploy and retire employees" inquiries received that are non-routine	$206.0250 / (206.0240 + 206.0250) * 100$		10413

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Supplemental Information				
Metric Group ID	Metric Name	Metric Formula	KPI Flag	PCF ID
101814	Percentage of "redeploy and retire employees" inquiries received that are routine	$206.0240 / (206.0240 + 206.0250) * 100$		10413
102818	Percentage of the work force that are expatriates	206.0210		10513
104125	Employees relocated within a country as a percentage of total business entity employees	$(206.0190 / 200.0180a) * 100$		10513

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