

Open Standards Benchmarking Measure List

Recruit, Source, and Select

Cost Effectiveness				
Metric Group ID	Metric Name	Metric Formula	KPI Flag	PCF ID
103877	Total cost to perform the process group "recruit, source, and select employees" per \$1,000 revenue	$203.0040c / (200.0050 * .001)$	a	10410
103956	Total cost to perform the process group "recruit, source, and select employees" per business entity employee	$203.0040c / 200.0180a$	a	10410
103958	Total cost to perform the process group "recruit, source, and select employees" per new hire	$203.0040c / 203.0150d$	a	10410
104060	Personnel cost to perform the process group "recruit, source, and select employees" per \$1,000 revenue	$((203.0050a / 100) * 203.0040a) / (200.0050 * 0.001)$		10410
104067	Personnel cost to perform the process group "recruit, source, and select employees" per new hire	$((203.0050a * 203.0040a) / 100) / 203.0150d$		10410
104071	Personnel cost to perform the process group "recruit, source, and select employees" per business entity employee	$((203.0050a * 203.0040a) / 100) / 200.0180a$		10410
104093	Systems cost to perform process group "recruit, source, and select employees" per \$1,000 revenue	$((203.0050b / 100) * 203.0040a) / (200.0050 * 0.001)$		10410
Process Efficiency				
Metric Group ID	Metric Name	Metric Formula	KPI Flag	PCF ID
101123	Number of FTEs that perform process group "recruit, source, and select employees" per \$1 billion revenue	$203.0020d / (200.0050 * .000000001)$	a	10410
102290	Percentage of middle management/specialist new hire retention after 12 months	203.0210		10443
102319	Percentage of operational worker/office staff new hire retention after 12 months	203.0220		10443
102606	Percentage of senior management/executive new hire retention after 12 months	203.0200		10443
102613	Percentage of senior management/executive positions filled by internal promotion for the past 3 years	203.0170a		10410

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Cycle Time				
Metric Group ID	Metric Name	Metric Formula	KPI Flag	PCF ID
100565	Cycle time in days from approval of job requisition to acceptance of job offer	203.0180b	a	10410
100569	Cycle time in days from identifying the need to hire a new employee to approval of the job requisition	203.0180a	a	10410
100571	Cycle time in days from job acceptance until new hire begins in the agreed position	203.0180c	a	10443
100304	Response time in hours for non-routine "recruit, source, and select employees" inquiries	203.0300		10410
100306	Response time in hours for routine "recruit, source, and select employees" inquiries	203.0290		10410
Staff Productivity				
Metric Group ID	Metric Name	Metric Formula	KPI Flag	PCF ID
100493	Number of business entity employees per "recruit, source, and select business entity employees" FTE	200.0180a / 203.0020d	a	10410
101348	Number of new hires per "recruit, source, and select employees" FTE	203.0150d / 203.0020d	a	10410
101365	Number of non-routine "recruit, source, and select employees" inquiries per business entity employee	203.0270 / 200.0180a		10410
101401	Number of routine "recruit, source, and select employees" inquiries per business entity employee	203.0260 / 200.0180a		10410
Supplemental Information				
Metric Group ID	Metric Name	Metric Formula	KPI Flag	PCF ID
101837	Percentage of new hires that originated from employee referrals	203.0250	a	10410
100029	Other cost to perform the process group "recruit, source, and select employees" as a percentage of total cost to perform the process	$(203.0050d * 203.0040a) / 203.0040c$		10410
100046	Overhead cost to perform the process group "recruit, source, and select employees" as a percentage of the total cost to perform the process group	$(203.0050c * 203.0040a) / 203.0040c$		10410

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Supplemental Information				
Metric Group ID	Metric Name	Metric Formula	KPI Flag	PCF ID
100062	Personnel cost to perform the process group "recruit, source, and select employees" as a percentage of the total cost to perform the process group	$(203.0050a * 203.0040a) / 203.0040c$		10410
100083	Systems cost to perform the process group "recruit, source, and select employees" as a percentage of the total cost to perform the process group	$(203.0050b * 203.0040a) / 203.0040c$		10410
101340	New employees as a percentage of total business entity employees	$(203.0150d / 200.0180a) * 100$		10443
101342	Middle management/specialists new hires as a percentage of total new hires	$(203.0150b / 203.0150d) * 100$		10410
101344	Operational workers/office staff new hires as a percentage of total new hires	$(203.0150c / 203.0150d) * 100$		10410
101346	Senior management/executives new hires as a percentage of total new hires	$(203.0150a / 203.0150d) * 100$		10410
101637	Outsourced cost of the process group "recruit, source, and select employees" as a percentage of the total cost to perform the process group	$203.0040b / 203.0040c * 100$		10410
101801	Percentage of "recruit, source, and select employees" inquiries received that are non-routine	$203.0270 / (203.0260 + 203.0270) * 100$		10410
101802	Percentage of "recruit, source, and select employees" inquiries received that are routine	$203.0260 / (203.0260 + 203.0270) * 100$		10410
101803	Percentage of "recruit, source, and select employees" inquiries received via digital communication channels	203.0280a		10410
101808	Percentage of "recruit, source, and select employees" inquiries received via non-digital communication channels	203.0280b		10410
102297	Percentage of middle management/specialist positions filled by internal promotion for the past 3 years	203.0170b		10410
102326	Percentage of operational workers/office staff positions filled by internal promotion for the past 3 years	203.0170c		10443

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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