

## Open Standards Benchmarking Measure List

### Payroll

Cost Effectiveness				
Metric Group ID	Metric Name	Metric Formula	KPI Flag	PCF ID
100464	Total cost to perform the process group "process payroll" as a percentage of revenue	$((220.0200 + 220.0330 + 220.0590) / 220.0050) * 100$	a	10732
103736	Total cost to perform the process "manage pay" per \$1,000 revenue	$220.0330 / (220.0050 * 0.001)$	a	10754
103739	Total cost to perform the process "manage pay" per employee paid	$220.0330 / 220.0410$	a	10754
103741	Total cost to perform the process "manage pay" per payroll disbursement	$220.0330 / 220.0400$	a	10754
103883	Total cost to perform the process "process payroll taxes" per \$1,000 revenue	$220.0590 / (220.0050 * 0.001)$	a	10755
103885	Total cost to perform the process "process payroll taxes" per employee paid	$220.0590 / 220.0410$	a	10755
103887	Total cost to perform the process "report time" per \$1,000 revenue	$220.0200 / (220.0050 * 0.001)$	a	10753
103890	Total cost to perform the process "report time" per employee paid	$220.0200 / 220.0410$	a	10753
103892	Total cost to perform the process "report time" per time record processed	$220.0200 / 220.0230$	a	10753
103945	Total cost to perform the process group "process payroll" per \$1,000 revenue	$(220.0200 + 220.0330 + 220.0590) / (220.0050 * 0.001)$	a	10732
103948	Total cost to perform the process group "process payroll" per disbursement	$(220.0200 + 220.0330 + 220.0590) / 220.0400$	a	10732
103950	Total cost to perform the process group "process payroll" per employee paid	$(220.0200 + 220.0330 + 220.0590) / 220.0410$	a	10732
103951	Total cost to perform the process group "process payroll" per manual check/payment	$(220.0200 + 220.0330 + 220.0590) / 220.0450$	a	10732
103952	Total cost to perform the process group "process payroll" per payroll FTE	$(220.0200 + 220.0330 + 220.0590) / (220.0170a + 220.0170b + 220.0170c)$	a	10732
102720	Total cost the process group "process payroll" as a percentage of cost of continuing operations	$((220.0200 + 220.0330 + 220.0590) / 220.0070) * 100$		10732
102957	Personnel cost to perform the process "manage pay" per employee paid	$(220.0350a * 220.0340a * 0.0001 * 220.0330) / 220.0410$		10754
103020	Personnel cost to perform the process "process payroll taxes" per employee paid	$(220.0610a * 220.0600a * 0.0001 * 220.0590) / 220.0410$		10755
103023	Personnel cost to perform the process "report time" per employee paid	$(220.0220a * 220.0210a * 0.0001 * 220.0200) / 220.0410$		10753
103304	Systems cost to perform the process "manage pay" per employee paid	$(220.0350b * 220.0340a * 0.0001 * 220.0330) / 220.0410$		10754

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103349	Systems cost to perform the process "process payroll taxes" per employee paid	$(220.0610b * 220.0600a * 0.0001 * 220.0590) / 220.0410$		10755
103351	Systems cost to perform the process "report time" per employee paid	$(220.0220b * 220.0210a * 0.0001 * 220.0200) / 220.0410$		10753
103953	Total cost to perform the process group "process payroll" per payroll inquiry	$(220.0200 + 220.0330 + 220.0590) / 220.0510$		10732
Process Efficiency				
Metric Group ID	Metric Name	Metric Formula	KPI Flag	PCF ID
101061	Number of FTEs for the process "manage pay" per 1,000 employees paid	$220.0170b / (220.0410 * 0.001)$	a	10754
101106	Number of FTEs for the process group "process payroll" per \$1 billion revenue	$(220.0170a + 220.0170b + 220.0170c) / (220.0050 * 0.000000001)$	a	10732
101958	Percentage of employees receiving payroll disbursements via direct deposit	220.0430	a	10754
101057	Number of FTEs for the process "manage pay" per \$1 billion revenue	$220.0170b / (220.0050 * 0.000000001)$		10754
101120	Number of FTEs for the process "process payroll taxes" per \$1 billion revenue	$220.0170c / (220.0050 * 0.000000001)$		10755
101128	Number of FTEs for the process "process payroll taxes" per 1,000 employees paid	$220.0170c / (220.0410 * 0.001)$		10755
101130	Number of FTEs for the process "report time" per \$1 billion revenue	$220.0170a / (220.0050 * 0.000000001)$		10753
101134	Number of FTEs for the process "report time" per 1,000 employees paid	$220.0170a / (220.0410 * 0.001)$		10753
101184	Number of FTEs for the process group "process payroll" per 1,000 employees paid	$(220.0170a + 220.0170b + 220.0170c) / (220.0410 * 0.001)$		10732
101373	Number of payroll-related inquiries as a percentage of payroll disbursements	$(220.0510 / 220.0400) * 100$		10754
101429	Number of voided checks/payments as a percentage of payroll disbursements	$(220.0480 / 220.0400) * 100$		10754
101739	Payment errors as a percentage of total payroll disbursements	$(220.0470 / 220.0400) * 100$		10754
102380	Percentage of payroll disbursements that are manual checks/payments	$(220.0450 / 220.0400) * 100$		10754
102383	Percentage of payroll disbursements that include retroactive pay adjustments	$(220.0460 / 220.0400) * 100$		10754
102696	Percentage of time records that are processed first time error free	$(220.0250 / 220.0230) * 100$		10753

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Process Efficiency				
Metric Group ID	Metric Name	Metric Formula	KPI Flag	PCF ID
102698	Percentage of time records that are returned to the employee/field for validation and/or correction	$(220.0240 / 220.0230) * 100$		10753
104487	Percentage of time records that are submitted electronically	220.0260		10753
104488	Percentage of time records that are entered manually into the payroll system	220.0270		10753
Cycle Time				
Metric Group ID	Metric Name	Metric Formula	KPI Flag	PCF ID
100152	Cycle time in business days to process the payroll	220.0370	a	10732
100529	Cycle time in business days between the time period cut-off for employees and the payroll transmit date	220.0290		10754
100532	Cycle time in business days from HR/benefits system cut-off until payroll system cut-off date	220.0380		10754
100534	Cycle time in business days from notification of required garnishment to the time the garnishment is processed in the payroll system and scheduled for withholding	220.0500		10755
100536	Cycle time in business days from the payroll system cut-off date until payroll transmit date	220.0390		10754
100540	Cycle time in business days to process time record data and enter into payroll system	220.0280		10753
100543	Cycle time in business days to reflect a new employee in the payroll system	220.0540		10754
100546	Cycle time in business days to remove a terminated employee from the payroll system	220.0550		10754
100549	Cycle time in business days to resolve a payroll error	220.0530		10754
Staff Productivity				
Metric Group ID	Metric Name	Metric Formula	KPI Flag	PCF ID
100920	Number of employees paid per "process payroll" FTE	$220.0410 / (220.0170a + 220.0170b + 220.0170c)$	a	10732
101370	Number of payroll disbursements processed per "manage pay" FTE	$220.0400 / 220.0170b$	a	10754

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Staff Productivity				
Metric Group ID	Metric Name	Metric Formula	KPI Flag	PCF ID
101422	Number of time records processed per "report time" FTE	220.0230 / 220.0170a	a	10753
101334	Number of manual checks/payments per "process payroll" FTE	220.0450 / (220.0170a + 220.0170b + 220.0170c)		10754
101372	Number of payroll inquiries per "process payroll" FTE	220.0510 / (220.0170a + 220.0170b + 220.0170c)		10732
Supplemental Information				
Metric Group ID	Metric Name	Metric Formula	KPI Flag	PCF ID
100390	Business days the HR/Benefits system is open for employee data changes, new hires and termination during payroll period	220.0360		10754
102385	Percentage of total payroll FTEs performing the "manage pay" process	$(220.0170b / (220.0170a + 220.0170b + 220.0170c)) * 100$		10754
102387	Percentage of total payroll FTEs performing the "process payroll taxes" process	$(220.0170c / (220.0170a + 220.0170b + 220.0170c)) * 100$		10755
102389	Percentage of total payroll FTEs performing the "report time" process	$(220.0170a / (220.0170a + 220.0170b + 220.0170c)) * 100$		10753
103053	Personnel cost of the process group "process payroll" as a percentage of the total cost to perform the process group	$((((220.0220a * 220.0210a * 0.0001 * 220.0200) + (220.0350a * 220.0340a * 0.0001 * 220.0330) + (220.0610a * 220.0600a * 0.0001 * 220.0590)) / (220.0200 + 220.0330 + 220.0590)) * 100$		10732
103379	Systems cost to perform the process group "process payroll" as a percentage of the total cost of the process group	$((((220.0220b * 220.0210a * 0.0001 * 220.0200) + (220.0350b * 220.0340a * 0.0001 * 220.0330) + (220.0610b * 220.0600a * 0.0001 * 220.0590)) / (220.0200 + 220.0330 + 220.0590)) * 100$		10732

## About APQC's Open Standards Benchmarking

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