HENRICKSCONSULTING

About HR Process Assessments

An HR Process Assessment is an externally conducted evaluation of your existing HR systems, policies and procedures. Our assessments evaluate the efficiency, effectiveness and strategic alignment of each process that you engage us to review. At the conclusion of the review we will present our findings along with recommendations about what to do about them.

You will find an HR Process Health Assessment most useful during the following circumstances:

- During a culture change project
- Before embarking on a process improvement exercise
- As part of your annual business planning process
- As a regular component of your internal customer engagement strategy
- When assessing the success of specific projects, strategies or policies

The Process

The first step when conducting a Process Health Assessment is to clarify the terms of reference for the review. If you are attempting to drive particular behaviours and shape a specific culture, then we will assess the effectiveness of your processes in driving those behaviours and shaping that desired culture. However, if you would like a more general review against industry best practice then we are also happy to do this.

Secondly, we clarify the scope of the review that you would like to conduct. The first time you embark on such an assessment we normally advise you to assess ALL of your HR processes utilising our standard taxonomy:

- Employee Feedback
- HR Information
- Attraction, Selection and Orientation
- Remuneration and Reward
- Termination, Resignation and Retrenchment
- Employee relations
- Performance management
- Organisational design
- Leadership and talent management
- Training and development
- Health and safety
- Workforce planning

The assessment process is tailored based on your needs but usually incorporates a combination of the following:

- Desk-top review of paper-based or internet materials
- Stakeholder interviews or surveys (including a sample of managers, HR professionals and staff)
- Analysis of relevant statistics or data that indicate whether the process is functioning effectively

Once the assessment has been completed our consultants will provide a detailed debrief of results together with a formal report. Results are broken down into four main parts:

- Findings
- Gap analysis
- Prioritisation of issues
- Recommendations