

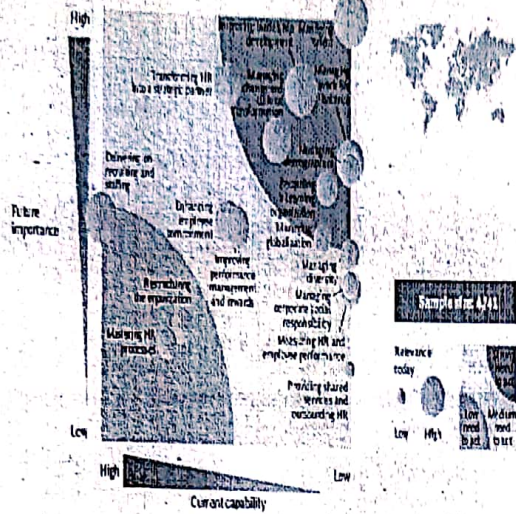
HR Meet 2011

HR Standard Processes

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Kathmandu, Everest Hotel, Feb. 24th, 2011

1 General Importance of the Topic



SOURCES: Proprietary Web Survey with responses from 51 countries; BCG/WEF/AMA analysis.

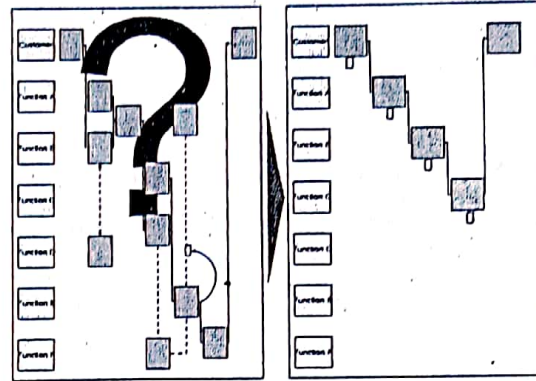
3 Procedure of Process Optimization

How does it work?



AS IS-process

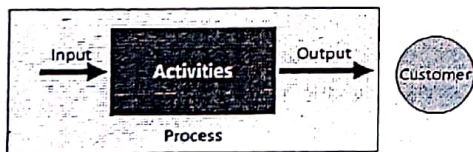
TO BE-process



2 Definitions

A process has the following characteristics:

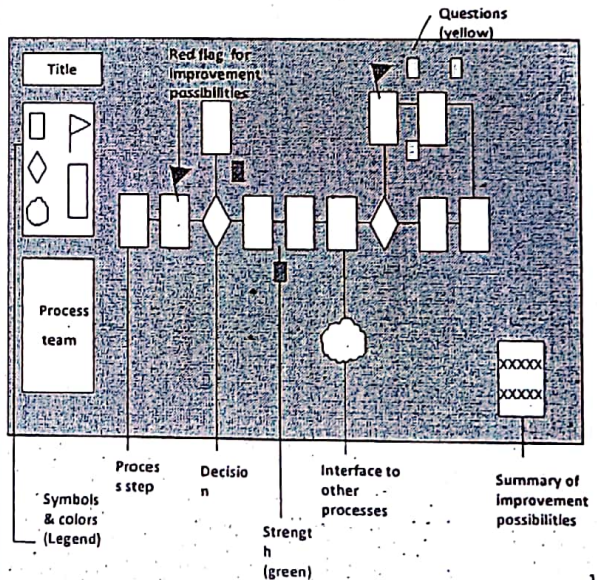
- A process is the result of logically connected activities which create a service or product
- A process requires a definite beginning (trigger or input)
- A process requires a definite end (result, output)
- A process is a model for repeating procedures



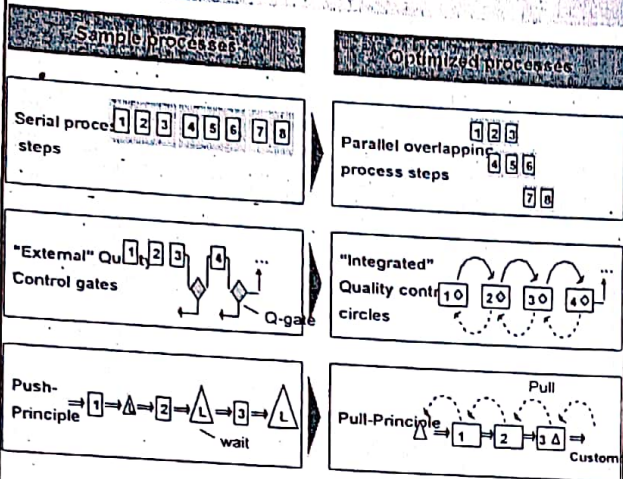
Core processes are processes, which create and market products
 Sub-processes are derived from core processes and always have a result as output (product, service)
 Support processes are processes, which support the core processes, and therefore indirectly influence the product
 Activities are detailed descriptions of necessary steps within a sub-process

3 Process Description & Analysis

Brown Paper Method

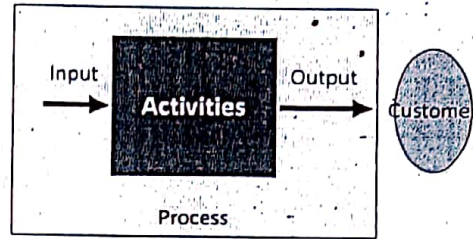


3 Guidelines for Process Modeling



These are principles and not mentatory steps!!! Ask critical question when mapping processes and focus on the required outcomes of the optimization process.

4 Strategic Implication of HR Processes



Which service or product will add value to the company's profitable growth?

3 Focus on Implementation

TO BE-process

Why and when HR Standard Process Optimization?

- Reduces cost & time effort
- Improves service level & consistence of service
- Makes internal audits easier
- Ensures compliance standards & quality standards
- Basis for outsourcing services in Shared Service Centre
- Improves accuracy & availability of HR data

Supports re- / structuring

Supports business and HR strategies

4 Support Business & HR Strategy *Example*

