



CASE STUDY: Human Resources Measurement System

Situation

A Georgia-based utility company recognized that employees are a critical asset to business operations. Employee attitude and opinion is correlated to workplace performance, which impacts productivity and quality. Organizational culture also is correlated positively with internal and external customer satisfaction. To ultimately exceed customers' expectations, our client focuses on product quality, which is maintained and improved by its most important asset – its people. The utility company desired more information on employees' attitudes, opinions, and reactions to current and important workplace issues.

Solution

Our consulting team systematically gathered input on key issues to design a reliable, valid system for measuring the areas described above. A focus on continuous improvement was fundamental to the design and development of the system. The human resources measurement system was standardized and grounded in a valid set of variables instrumental to measuring employee satisfaction, internal customer satisfaction, employee commitment, and retention.

Implementation of the human resources measurement system enables our client to measure lead business indicators. Management can proactively improve operations, effectively manage its human resources assets, and ultimately provide outstanding products and services to its customers.

CLIENT

UTILITY SERVICES PROVIDER

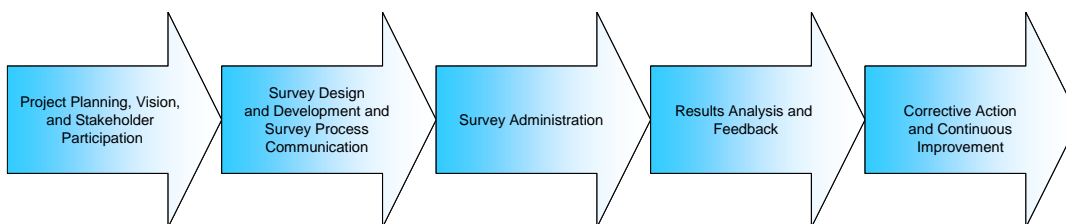
INDUSTRY

ENERGY

PROJECT

SURVEY DESIGN AND MEASUREMENT

Employee Engagement Assessment and Enhancement Process



Results

- Produced human resources improvement opportunities
- Created strategies to improve operations
- Increased human resources management capacity

Behind the Scenes

Our team designed and deployed a number of surveys to gather input on key issues, including employees' attitudes, opinions, and reactions to current and important workplace issues. Our client utilized our comprehensive survey development, administration, and data analysis expertise in five areas:

1. Pulse Opinion Surveys
2. Employee Opinion Surveys
3. Separation Surveys
4. New Hire Surveys
5. Internal Service Quality Surveys

About The Hill Group, Inc.

Founded in 1953, The Hill Group, Inc. is a premier provider of management counsel, specializing in strategy, execution, and measurement. Our team of consultants has deep experience across several industries, enabling our team to draw on best practices from a variety of sectors to help our clients grow, innovate, and achieve maximum potential.

Strategy – *Envisioning an organization's future, capitalizing on its opportunities, identifying strategic priorities, and implementing positive change.*

- Strategy Development
- Decision Support and Analysis
- Strategic Planning and Management
- Business Planning and Feasibility Assessments
- Mergers, Acquisitions, and Strategic Alliance Planning
- Market Research and Analysis

Execution – *Ensuring that an organization is efficiently and effectively utilizing its resources to its full potential.*


- Process Improvement and Innovation
- Business Model Development and Resource Allocation
- Financial Assessment and Management
- Turnaround, Business Transformation, and Change Management
- Governance Assessment and Development

Measurement – *Increasing an organization's performance through measurement and continuous improvement.*


- Measurement
- Business Analytics and Intelligence
- Economic Impact Assessment
- Employee Opinion, 360-Degree Feedback, and Service Quality Surveys
- Industry Benchmarking Surveys


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