



CLIENT SCENARIO

The UK subsidiary of this US investment bank required expert assistance in overhauling how it measured and reported performance from a people perspective, given the related spend and operating model.

VaLUENTiS were commissioned to audit existing approaches with recommendations for refinement, in support of business processes.

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DRIVING HUMAN CAPITAL PERFORMANCE

Sector: Financial services, investment banking
Type: Consulting

OUR APPROACH:

A comprehensive due diligence phase identified specific areas for collation and audit:

- Spend/cost measures relating to human capital
- Related outcome measures
- Balanced scorecard
- Organisational surveys.

Supporting methodologies included VaLUENTiS' VB-HR™ Performance Metrics database and the 5D Engagement Model.

Detailed project work following review included user perceptions within/outside the Strategic People Function of relevance and impact. Following a series of reviews with senior management, recommendations were made on enhanced, consistent reporting framework with related measurement underpinnings.

VALUE OF PROJECT:

The client was rapidly able to consolidate fragmented, organic approaches towards measurement. The linkage between spend on people (including a substantial bonus component) was made clearer and more consistent across teams, leading to enhanced transparency and internal equity.

PROJECT PLAYBOOK COMPONENTS:

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|---------------------------------------|---------------------------|
| ➤ VB-HR™ PERFORMANCE METRICS DATABASE | ➤ STRUCTURED INTERVIEWING |
| ➤ 5D ENGAGEMENT MODEL | ➤ LEARNING WORKSHOPS |

SIMILAR PROJECTS DELIVERED IN:

- Banking
- Call Centres
- Financial services
- Healthcare
- Utilities