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# HR = High Return



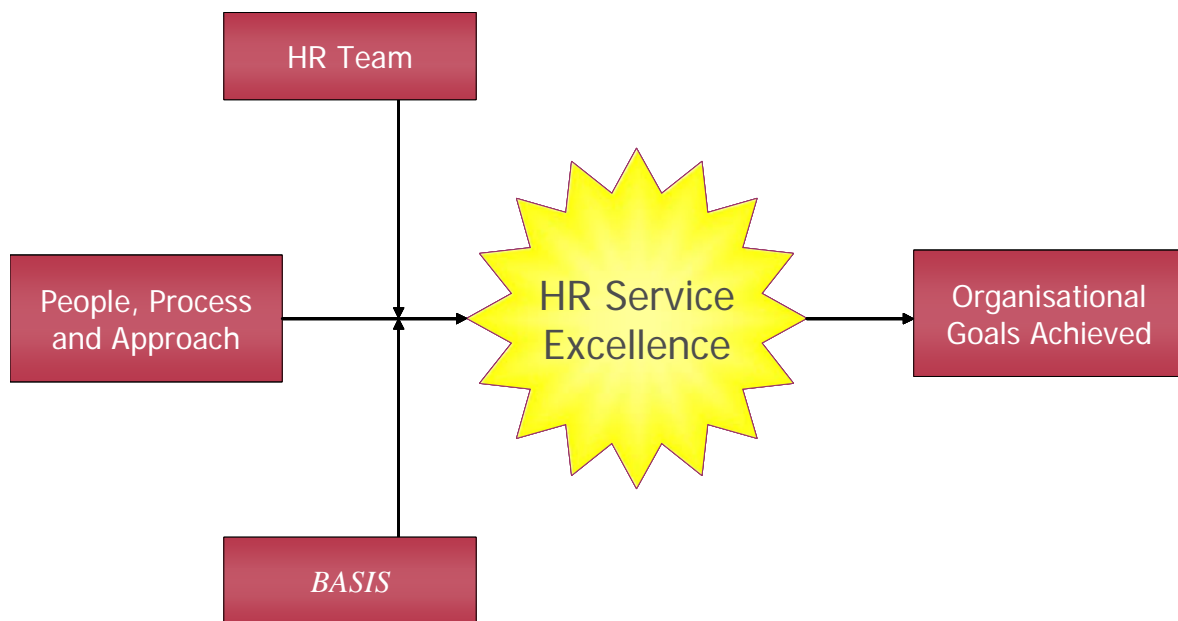
Does your organisation consider HR to be high risk or high return?

Is your HR function working pro-actively to implement change, reduce staff turnover, increase recruitment speed and ensure against litigation?

Is your HR function delivering a high performance service?

And how do you know?

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*BASIS* will work with you to review your current HR service against organisational vision, values, goals and targets. We will support you in identifying, promoting and implementing the effective use of best practice and modern methods of HR management within your organisation.

The scope can include:

- Validating your HR function is running as efficiently as possible by reviewing processes and resource utilisation
- Ensuring effectiveness by reviewing performance and customer satisfaction
- Justification of reason for being, resource levels or changing priorities
- HR process review and unification, especially important at times of change
- Skills development and coaching of the HR Team
- Clarity of purpose for HR Team members and efficient team interaction
- Service review to understand impact of potential move to shared services or outsourcing
- Identification and audit of skills, knowledge and experience of HR staff

We will work with you to understand your organisational challenges and ensure staff commitment to sustainable change.

Activities may include:

- Measuring the HR function to ensure adherence to best practice in operational excellence and service quality.
- Consulting with stakeholders to establish service levels
- Reviewing processes and streamlining to deliver increased efficiencies
- Developing policy for best practice and legislative compliance
- Working with you to understand the challenges and constraints within the HR function
- Reviewing the day to day function of the HR Team and its impact on organisational performance targets
- Sharing operational HR expertise to shape modern ways of working, embracing best practice to ensure legislative compliance and high performance

*BASIS* support adds value through:

- Action plans to raise the value of HR within the organisation and achieve operational excellence
- Changing perception of the strategic value of HR in effecting long lasting people performance changes
- A template for efficiency and effectiveness
- Tools to quantify and measure the value of HR and the impact it has on the business
- Creating a performance managed organisation and culture where HR is integral to success
- Realising the value of diversity, staff morale and work: life balance

## Case Study

### Office of Government Commerce Strategic Review of HR

*BASIS* support was sought by the Office of Government Commerce to support the identification and development of HR capabilities and competencies.

The objective of the engagement was to improve services which demonstrably add value to the OGC business

We initiated a strategic review of the HR function, incorporating customer feedback and external best practice, identifying opportunities to increase performance and shed non-productive activities by applying the principles of 'Lean Thinking' and *BASIS Business Analysis*<sup>TM</sup>.

Team development was enabled through facilitated team meetings and workshops, observation and feedback and the use of psychometrics to increase behavioural awareness and collaborative working.

We worked closely with staff to provide a range of interventions including innovation, objectivity, confidence and reassurance. Using a mixture of formal practitioner training, mentoring and coaching to effect a transfer of skills and knowledge to provide individual development and increase the effectiveness of OGC's HR function.

For more details on this service and the full suite of *BASIS* offerings please do not hesitate to get in touch at:

#### *BASIS LIMITED*

3 King Charles Terrace  
Sovereign Close  
London E1W 3HL

Web: [www.basis.co.uk](http://www.basis.co.uk)  
E-mail: [basis@basis.co.uk](mailto:basis@basis.co.uk)  
Tel: 020 7553 5300  
Fax: 020 7553 5301



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