

Human Resources Outsourcing Today

HRO Today Magazine

RPO Bakers Dozen

Methodology

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Stay Tuned for the RPO Bakers Dozen Results

- ◆ A Video Debuting around July 30th
- ◆ Video will highlight the Enterprise, Project/On Demand and Global Providers
- ◆ The Video will be available for 30 days for viewing

Survey Design

- ◆ A customer survey link will be distributed to providers.
- ◆ The link is also sent to prior respondents, practitioners who request it, the RPO Buyers Group, RPO Summit attendees and our mailing group list practitioners that indicate they are RPO buyers.
- ◆ For provider referrals remember to focus on individuals that can give an accurate overall view of your performance. Mid level contacts can occasionally backfire.

2011 Stable Platform & Data

- ◆ We are again looking at the ratio of new programs versus established programs to measure “market momentum” .
- ◆ We are allowing prior customers to rate providers they have used in the 12 months prior to the survey, we will review the data for excessive or unfair ratings (all zeros for example) but will factor into the analysis
- ◆ We believe prior customer ratings could cause significant shifts in list order if a provider suffers customer service issues
- ◆ Higher number of surveys required this year as per next slide

Qualification

- ◆ The survey instrument will be 25 to 30 questions.
- ◆ There will be 3 indices: breadth of service, customer satisfaction, and size of deal.
- ◆ Weightings are not divulged beyond our assertion that size of deal is a factor but the other two factors are more heavily weighted.
- ◆ There is a bias toward multi-year programs in the rankings. To qualify for the top 13 slots you must have at minimum 10 surveys from 7 different clients at least five of the seven clients must be on multi-year contracts to be considered for Enterprise List.

Verification

- ◆ Surveys that do not include the client e-mail address in the survey are not be counted.
- ◆ We will be spot checking with verification e-mails to received e-mails addresses to insure that they completed the survey.
- ◆ We will have our webmaster working with our survey provider to perform IP address tracking so that no fraudulent surveys can be created.

Lists to be Published

- ◆ There will be 3 lists published:
 - ◆ Bakers Dozen for North America
 - ◆ Global Leaders List - focusing on the top choices outside of North America and companies approaching global delivery capability (no one really has it in a pure sense yet so no posturing during my webinar, please).
 - ◆ Project/On Demand Mid Market Providers - focusing on companies that are providing programs on a discrete project basis that is not multi-year or programs that are of a scale below the Enterprise level.

Analytics and Results

- ◆ A video announcing the results will be released on **HROTODAY.COM** in July/August timeframe prior to publication.
- ◆ No GEEKS will be injured in the making of the video or the analysis of the data.
- ◆ A statistical analysis of the results will be the **ONLY** determination of score. The weighting algorithm has already been predetermined. The statistical analysts' evaluation of the data will determine your ranking.
- ◆ HRO Today has nothing to do with provider scores as it is all based on customers' responses.