

HRO Today's Bakers Dozen Customer Satisfaction Ratings

Which companies rank among the gold standard of HR service providers?

HRO Today's Baker's Dozen awards annually rank the industry's best based on customer satisfaction surveys in areas like Employee Engagement, Learning, MSP, Pre-employment Screening, Recognition, Relocation, RPO, and Total Workforce Solutions. Learn more about the HR service and technology areas with ratings currently available, as well as award categories and methodology here, <https://www.hrotoday.com/bakers-dozen/>

For example, the *HRO Today's **RPO Baker's Dozen Customer Satisfaction Ratings*** are based solely on feedback from buyers of the rated services; the ratings are not based on the opinion of the *HRO Today* staff. Customers provide feedback annually through an online survey which is distributed to buyers directly through their own mailing lists and indirectly through service providers. Once collected, response data for all providers with a statistically significant sample size are loaded into the *HRO Today* database for analysis.

To determine an overall ranking from this data, results are analyzed across three subcategories: breadth of service, size of deals, and quality of service. Using a predetermined algorithm that weighs questions and categories based on importance, scores in all three subcategories are calculated, as well as an overall score.

These scores are the basis of the RPO Baker's Dozen Customer Satisfaction Ratings and are presented in the tables to demonstrate the relative differences among the ranked service providers.

The only influence that *HRO Today* has on the outcome of this survey is that *HRO Today* discards incomplete surveys or surveys outside the normal distribution. This includes surveys that are too perfect as to be possible or so negative that they are spiteful and inaccurate. Otherwise, *HRO Today* has no impact on the survey outcome. While they do not claim that their methodology is the only viable ratings program available, they do vouch for its statistical validity. The RPO Baker's Dozen Customer Satisfaction Ratings is a nonbiased resource that can help provide insight into your next RFP process.