

IDPP CONSULTING SERVICES

Achieving Hire Intelligence

*“It is you that should
be controlling your
recruitment, rather
than the recruitment
controlling you”*

Making the Most of
your Recruitment
Process

RECRUITMENT PROCESS MANAGEMENT

Version Date: August 2011



RECRUITMENT PROCESS MANAGEMENT

1

Our Goal in offering you this Service

“Firstly, to help you reduce your reliance on recruitment by helping you to increase the utilisation of your existing workforce.

Secondly, where you do need to recruit, to ensure that the process is controlled, efficient, responsive and successful”.

Introduction

Assuming that you have chosen your external suppliers (hopefully in accordance with our **Supply Chain Review & Audit** service recommendations, details of which are available on our website, www.idpp.com), it is still essential that your own internal processes are effective and responsive, particularly in the following areas:

- Accurate requirement specification and effective distribution to the appropriate suppliers;
- Receipt/logging of submitted CVs and correct and timely internal distribution;
- Timely feedback on submitted CVs;
- Timely arrangement of interviews and feedback thereon;
- Negotiation of fair and commercial business terms.

Our **Recruitment Process Management** service is a software based solution that provides complete control of the recruitment process and all of those parties involved, from recruiters, suppliers and candidates.

Perhaps the biggest efficiency and saving that can be gained from our service is to help you decide whether or not you really need to recruit at all. Our service provides you with an extensive resource management facility enabling you to assess your current capability in terms of existing staff, specifically:-

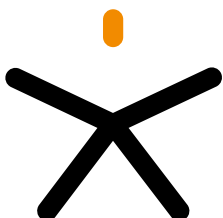
- Knowledge of what staff are currently employed and where;
- Knowledge of those staff's skills and training backgrounds;
- Knowledge of their personal and technical aspirations;
- Knowledge of their track records in terms of performance;
- Knowledge of their suitability and availability for work.

This information will enable you to make considerably better use of your existing resources, and perhaps may remove the need for new recruitment altogether.

You'll probably need this service if:-

- You use a multitude of external suppliers;
- Your recruitment needs are varied and extensive;
- Your recruitment process is fragmented or disjointed;
- You often do not know which CVs you have for which requirements;
- Your response times are often slow;
- You don't really know what's going on;
- Unapproved suppliers sneak in the “back door”;
- Recruiters are “doing their own thing”;
- You feel that you're spending huge amounts of money without necessarily getting the best value;
- Your process lacks accountability.

Welcome to our Recruitment Process Management service.



RECRUITMENT PROCESS MANAGEMENT

2

Do I Need to Recruit, or Do I Already Have the Resources?

We firmly believe that the recruitment of new staff should be your last resort, not your first. Before recruitment, you should make the most of your existing workforce, and that is where the first phase of our **Recruitment Process Management** service comes in.

Our Resource Management facility essentially provides an employee database of the appropriate information covering, by way of example only:

- Personal information;
- Experience and skills in the form of job histories;
- Education, qualifications and training details;
- Appraisals and references;
- Location and availability;
- Aspirations, both personal and technical.

The detailed information stored provides the following capabilities:

Staff Existence, Location and Availability

The software provides the capability to know which staff are currently employed and whether they are permanent or contract employees.

Additionally, the software can also track all past employees, both contract and permanent.

The accumulative effect of the above capability is that any potential vacancy could be filled by either:

- Existing employees;
- Past employees;
- Past applicants.

The software has the ability to search any of the above record types on a geographical basis to assess the suitability and locality of any potential candidate.

Staff Skills and Experience

As well as geographical suitability, the software can be used to assess the suitability of employees (past and present) on a skill and experience basis. For each employee type, the complete CV can be stored with the employee record.

The CV can be stored in fixed or variable format. Using the software's various searching techniques, a match for any particular skill or range of skills can be found.



RECRUITMENT PROCESS MANAGEMENT

2

Do I Need to Recruit, or Do I Already Have the Resources?

(continued)

In short, our Resource Management module enables you to know exactly what skills and backgrounds each of your staff possesses, what projects they have worked on, what roles they performed and what training has been undertaken.

Staff Aspirations, Motivations and Career Development

The ability to manage and meet staff aspirations and to provide a career development programme is key to the motivation and retention of all staff.

Using our service, you will be able to retain information on the areas that interest staff. You will be able to cross-reference company opportunities with staff aspirations, and proactively match these and offer staff the opportunities that they seek.

Staff Track Record

In addition to historical experience and skills, the software is also able, using its multimedia document library, to store references, performance reports, qualification and training certificates, and appraisal reports. This information provides invaluable information in assessing the suitability of a person for a particular opportunity.

Additionally, you would be able to discuss these references and performance reports directly with management within your own organisation.

These factors should ensure that you are more able to assign new personnel to new opportunities with significantly more confidence than when using the open recruitment marketplace.

Staff Utilisation

We have already discussed how our software will allow you to record your staff's historical experience and skills as well as their future career aspirations. We have seen how this information can be used and searched to match those facets with the available opportunities within your company.

These functions, if used proactively, will substantially increase your ability to use the right staff on the right opportunities. The optimum utilisation of available staff can then be achieved.

Not only will this utilisation ensure that the productivity of your available workforce is optimum, it will also create a more motivated and contented workforce.



RECRUITMENT PROCESS MANAGEMENT

2

Do I Need to Recruit, or Do I Already Have the Resources?

(continued)

Staff Retention

In the current climate of acute skills shortages, there is significant competition for the available resources. Your staff, therefore, are constantly targeted by external sources seeking to tempt them away from your company. Under these circumstances, staff retention becomes a major issue.

All of the major capabilities afforded by our software as detailed above will substantially combat the tendency for staff to leave, and thus staff retention will be improved.

Contractor Transfer

Being aware of people's skills and availability is also crucial for your company in the area of contractors. This transient workforce can be better utilised if its skills base is shared amongst the whole company. This would encourage the transfer of contractors from one area to another.

It is a common occurrence that whilst one contractor from one area is leaving, a second contractor is being recruited. Often these two contractors have very similar skills. It would clearly be more beneficial if the first contractor could be transferred to undertake the second assignment.

In that way, the costs, time expenditure and uncertainties of recruiting a new contractor would be traded for the confidence and convenience of a trained and validated resource ready to perform the required tasks.

Minimisation of Recruitment

Maximising the utilisation of your own workforce, both permanent and contract, will increase productivity, and enable you to achieve far more from the available workforce. This will substantially reduce the need for new recruitment, which is not only often inefficient, but also time-consuming and expensive.

Employee Empowerment & Control

When your company can demonstrate that it is using the information on its workforce proactively to improve career development opportunities, then staff will be encouraged to update their own information. This information will include not only their historic experiences and skills, but also their true aspirations for the future.

Clearly from the above, it is preferable to use your current resources wherever possible. Our job is to help you do just that.



RECRUITMENT PROCESS MANAGEMENT

3

OK, So I Need to Recruit – How Can You Help Me?

Having decided that you need to recruit, it is worth noting that our **Recruitment Process Management** service can be customised to meet the exact requirements of your own recruitment process. It will deal with the precise functionality required, the data flow and internal communication necessary to administer to your own process.

The solution provides unique local or web-based input interfaces to each of the people involved in the recruitment process including recruiters, HR, management, external suppliers, and candidates. Each party has strictly defined input and functional capability providing complete control, accountability and audit trail.

Whilst our solution is completely customisable, there are a number of activities that are generally shared amongst all recruitment processes. Below you will find, by way of example only, a number of those functions and the various facets that can be incorporated into your implementation.

Requirement Registration

This is the process of recording a requirement on the system. A requirement can specify any information that is relevant, including the following information:

- Whether the requirement is for a contract or permanent employee;
- The number of people required;
- The ideal date that they are required;
- The project or area for which they are required;
- The technical and personal skills required of the candidates;
- A guide to the likely costs.

This information can be input into the system using user-friendly screen designs. The information can then be sent to chosen external suppliers for CV submissions. Individual types of requirements can be input to customised screens, reducing the risk of error or omission.

The creation of these requirement records can be limited to selected users, and can be subject to financial and authority approval before being released.

This formal process significantly improves the quality of the requirement specification and ensures that all external suppliers are responding to complete and accurate requirement details.

CV Receipt and Logging

All CVs received for a particular requirement can be logged against that requirement within the system.



OK, So I Need to Recruit – How Can You Help Me? *(continued)*

For each CV received, a submission record is completed, which will uniquely identify a given candidate for a given requirement. The record is date and time stamped, together with the source of the CV. In this way, no multiple CVs will appear on the system. The actual CV of the candidate can be electronically attached to this submission record. There is, therefore, no need for any physical paperwork.

Once the CV is in the system, it can be viewed by any authorised user.

If the CV is received from an unapproved source, then a submission record will not be created. This disables instantly the use of unapproved suppliers.

CV Distribution

Once a submission record has been created for a particular requirement, together with an attached CV, then the CV can be viewed by anyone who has access to that requirement. Hence, there is no need for multiple copies of a CV to be produced.

When a submission record is created for a requirement, the originator of the requirement can be e-mailed, if required, to advise that a new submission has arrived for review.

Alternatively, the originator can, at any time, access the created requirement and review any submissions that have been attached to that requirement.

CV Review and Feedback

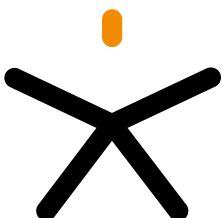
The originator of a requirement, or anyone else with authority, can, at any time, look at the submissions for that requirement. From the information in the submission record and the attached CV, a decision can be made as to whether the candidate is required for interview. The reviewer is able to review the CV, and to convey the outcome via e-mail to any third party (either internal or external).

Any authorised user can, therefore, see the status of any submission for any requirement at any time.

Interview Arrangement

Likewise the reviewer is able to e-mail that an interview is required either internally or externally. All such activity is linked to the original requirement, and, hence, a detailed audit trail of all activity can be provided.

In arranging an interview, it is possible to allocate, from your own or a colleague's diary, sufficient time for the interview.



RECRUITMENT PROCESS MANAGEMENT

3

OK, So I Need to Recruit – How Can You Help Me? *(continued)*

Placement Confirmation

After the interview, the interviewer can access the requirement record, and against the appropriate submission record, indicate that an offer is required and stipulate directly the terms of that offer.

Audit Trail

All activities undertaken, including all requirements logged, all submissions received, all CVs reviewed, all review outcomes, all interviews and their outcomes are all logged and easily accessible providing a complete audit trail of all activities undertaken against a particular requirement or for a particular project or by a particular recruiter.

Process Review

It is possible, during the process of any requirement, to view the current status. Specifically, it is possible to see a list of the submitted candidates and their associated "Submission Status", showing what CVs have been submitted (when and by whom), who has been reviewed, who has been interviewed, who has been placed and who has been eliminated.

As well as requirement orientated information, it is also possible to review the status of a particular project or recruiter. For example, it is possible to review all of the requirements for a particular project, or for a particular individual.

It is also possible to review on-line the status of an external supplier. For any given supplier, it is possible to review what requirements they have responded to, what CVs have been submitted and the outcome of those CVs.

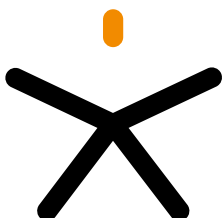
This information is available in real-time and at any time.

External Supplier Management Reporting

Using the requirement, submission, supplier, project and candidate information it is possible to produce a number of management reports on the effectiveness of external suppliers.

These reports are totally customisable, but could include:

- Details of what requirements had been sent to them and the response times to submit CVs.
- Measurements of the suitability of CVs, indicating the ratios of CVs submitted to CVs interviewed and CVs ultimately placed.
- Measurements of costs and margins against agreed levels.
- Measurements of volumes and discounts against agreed levels.



OK, So I Need to Recruit – How Can You Help Me? *(continued)*

Internal Management Reporting

Using the same information as above, a large number of management reports can be produced that indicate the status and effectiveness of the internal process.

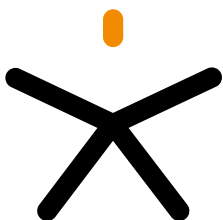
These reports, again, are totally customisable, but could include:

- Details of responsiveness between CV submission and CV review;
- Details of responsiveness between CV review and interview arrangement and undertaking;
- Accuracy and comprehensiveness of requirement records;
- Number of CVs reviewed, numbers interviewed, numbers placed etc;
- Measurement of costs against internal budgets etc.

The management reporting capability is one of the most important and impressive features of our service, and one that can significantly improve the efficiency of both the external suppliers and of the overall process.

Sharing Candidates between Requirements

One very useful facet that can be used is that of sharing candidates between requirements. When a recruiter wishes to introduce a new requirement, he can also search all of the existing submission records for suitable candidates. These candidates will obviously be available as they will have been submitted recently for a specific requirement.



Our Goal in offering you this Service

“Firstly, to help you reduce your reliance on recruitment by helping you to increase the utilisation of your existing workforce.

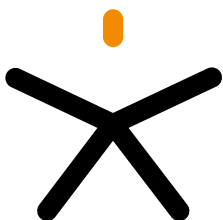
Secondly, where you do need to recruit, to ensure that the process is controlled, efficient, responsive and successful”.

Conclusion

The need for good internal recruitment processes is essential. However, what is more important is that the processes are usable. No matter how good a process is, if it is not followed due to its complexity or time consuming nature, then it is not productive.

The benefit of our software is that it can be written to support the required processes, enabling much of the activity and recording to occur automatically. Additionally, users can be guided through activities using the structured design of the actions. In this way, users only need to be aware of the specific actions for which they are responsible. This reduces the burden on a user and, hence, increases adherence to any given process significantly.

Perhaps, though, the greatest benefit lies not in our service's ability to help you control recruitment, but in its ability to reduce your reliance on recruitment; to assist you in making the most of your existing workforce; and to help you cultivate a motivated, fully utilised workforce.



RECRUITMENT PROCESS MANAGEMENT

5

Contact Information

Office	Languages Spoken	Departments	Contact Names	E-mail Addresses
<p>Richmond, UK</p> <p>34 The Quadrant Richmond Surrey TW9 1DN</p> <p>T: +44 (0)20 8334 7500 F: +44 (0)20 8334 7540</p>	<p>English French Slovak Russian Spanish Portuguese Arabic Czech German Italian Sinhalese Indian (Hindi, Tamil & Malayalam)</p>	<p>Sales: Contract IT/Telecoms Permanent IT/Telecoms</p> <p>Technical Sales Executive (£100k+) Interim</p> <p>Consulting Services</p> <p>Contractual Enquiries</p> <p>Payroll</p> <p>Finance</p> <p>HR & Marketing</p> <p>ICT</p> <p>General Admin</p>	<p>Mo Lakhanpal</p> <p>Laurence Penn</p> <p>Laurence Penn</p> <p>Katie Holland Pascale Taylor Jana Mersova Tina Maynard Rob Elisha</p>	<p>molakhanpal@idpp.com</p> <p>laurencepenn@idpp.com</p> <p>laurencepenn@idpp.com</p> <p>katieholland@idpp.com pascaletaylor@idpp.com janameresova@idpp.com tinamaynard@idpp.com robelisha@idpp.com info@idpp.com</p>
<p>Amsterdam, Netherlands</p> <p>Herengracht 124 - 128 1015 BT Amsterdam</p> <p>T: +31 (0)20 794 4620 F: +44 (0)20 8332 0513</p>	<p>Dutch English French German Mandarin Spanish Papiamento</p>	<p>Sales: Contract IT/Telecoms Permanent IT/Telecoms Technical Sales Executive (£100k+) Interim</p> <p>Consulting Services</p>	<p>Rebecca Sykes</p>	<p>rebeccasykes@idpp.com</p>
<p>Brussels, Belgium</p> <p>Avenue Louise 283, Louizalaan 1050 Bruxelles / Brussel</p> <p>T: +32 (0)2 743 2710 F: +32 (0)2 743 2719</p>	<p>French Dutch English</p>	<p>Sales: Contract IT/Telecoms Permanent IT/Telecoms Technical Sales Executive (£100k+) Interim</p> <p>Consulting Services</p>	<p>Mo Lakhanpal</p>	<p>molakhanpal@idpp.com</p>
<p>Munich, Germany</p> <p>Maximilianstraße 11-15 80539 Munich</p> <p>T: +49 (0)89 / 288 90 - 166 F: +49 (0)89 / 288 90 - 45</p>	<p>German English</p>	<p>Sales: Contract IT/Telecoms Permanent IT/Telecoms Technical Sales Executive (£100k+) Interim</p> <p>Consulting Services</p>	<p>Mo Lakhanpal</p>	<p>molakhanpal@idpp.com</p>

