



HR Management Custom Designed Efficiency & Effectiveness Reporting “Sneak Peek”



Creating,
Implementing &
Maintaining
Meaningful
Reporting that
Informs and
Enables
Continuous
Improvement in
Workforce
Management &
Performance

Introduction

Welcome to our HR Management Custom Designed Efficiency and Effectiveness Reporting “Sneak Peek”.

When properly constructed and executed, an integrated suite of workforce Key Performance Indicators and accompanying people analytics will: -

- Identify where current workforce management & performance is at an acceptable level of output.
- Identify adverse workforce performance trends necessitating analysis and review.
- Uncover key causal factors and thereby opportunities for continuous improvement.
- Contribute to improvements in workforce efficiency, capability, viability and sustainability on an ongoing basis.

Why Use Our Services?

- More than four decades experience in Human Resources Management.
- More than 25 years consulting experience across nine countries & precincts in the Asia – Pacific region.
- More than 200 satisfied clients.
- All content designed, researched and tested in Australia.
- An approach based upon Human Resources Management principles first!

If you are seeking more information, or would like to utilise any of our HR Efficiency & Effectiveness Reporting services please call me on **03) 9994 5193** or email me at enquiries@moore-hr.com.au.

Stephen Moore
Founder & Director, Moore HR



HR Management Custom Designed Efficiency & Effectiveness Reporting - Sample Index



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HR Management Custom Designed Efficiency & Effectiveness Reporting Sample Index	
1.0 Recruitment & Induction Policies (2)	Workforce Recruitment; Workforce Resourcing;
2.0 Training & Development (4)	Workforce Training (Technical Skills & Competencies), Workforce Training (Leadership Development); Workforce Talent Management; Workforce Knowledge Retention;
3.0 Employee Relations (3)	Workforce Compliance; Workforce Disputation, Workforce Involvement
4.0 Leave (2)	Workforce Leave Accruals, Workforce Long -Term Leave;
5.0 Governance (4)	Workforce Health & Safety; Workforce Governance; Workforce Welfare & Well -Being; Workforce Gender Equality;
6.0 Efficiency (5)	Workforce Flexibility; Workforce Headcount; Workforce Productivity; Workforce Utilization; Workforce Working Arrangements;
7.0 Engagement (5)	Workforce Absenteeism, Workforce Retention; Workforce Remuneration; Workforce Turnover; Workforce Consumer Relations;
8.0 Workforce Planning (4)	Workforce Demographics, Workforce Diversity, Workforce Succession Planning; Workforce Sustainability;



HR Management Custom Designed Efficiency & Effectiveness Reporting – Sample Report



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WORKFORCE REPORTING KEY PERFORMANCE INDICATOR METHODOLOGY TEMPLATE - ABSENTEEISM

Defining Your Content				Defining Your Objectives					
2.0	Recommended Performance Measures								
2.1	% Unplanned absenteeism rate			To inform and enable the CEO/SMT/Key Line Managers to objectively evaluate & review the organization's ongoing absenteeism performance in order to ensure that: <ul style="list-style-type: none"> - • Personal leave usage is maintained at an acceptable level. • Discretionary expenditure (i.e. Casual/Overtime hours) to cover unplanned absences is effectively managed. • Inherent morale or staff satisfaction issues are detected and pro-actively addressed. 					
2.2	Unplanned absenteeism hours per FTE								
2.3	\$ Unplanned absenteeism replacement cost								
2.4	FTE Unplanned absenteeism replacement rate								
2.5	% Unplanned absenteeism taken as personal/sick leave								
2.6	% Unplanned absenteeism taken as family Leave								
2.7	% Unplanned absenteeism taken as unpaid leave								
2.8	% Planned absenteeism rate								
2.9	Planned absenteeism hours per FTE								
2.10	Excess leave accrual (Days)								
2.11	% Unplanned/planned absenteeism rate combined								
Recommend Reporting Segmentation:		Salaried Staff		X	Wages Staff		X	Combined All Staff	
Casual Employees:		Include	Exclude	X	Recommended Reporting Frequency:		Monthly		

WORKFORCE REPORTING KEY PERFORMANCE INDICATOR METHODOLOGY TEMPLATE - ABSENTEEISM

Defining Your Content		Defining Your Reporting Definitions
2.0	Recommended Performance Measures	Recommended Periodic Reporting
2.1	% Unplanned absenteeism rate	The total number of unplanned absenteeism hours utilized during the period being reported (I.e. Includes personal leave, family leave, compassionate leave & short-term leave without pay), divided by the total labour hours worked (excluding overtime and third – party contractor hours) multiplied by 100.
2.2	Unplanned absenteeism hours per FTE	The total number of unplanned absenteeism hours utilized during the period being reported (as previously defined), divided by the full-time equivalent workforce headcount.
2.3	\$ Unplanned absenteeism replacement cost	The daily cost of unplanned absenteeism multiplied by the total unplanned absenteeism days lost during the period being reported. (Utilizing the template costing model as illustrated on page 19).
2.4	FTE Unplanned absenteeism replacement rate	The total number of unplanned absenteeism hours taken during period being reported (excluding overtime and third – party contractor hours), divided by the standard ordinary hours worked by a full-time employee during the same period (I.e. The total unplanned absenteeism hours taken during the period = 3,800. Assuming the ordinary hours worked by a full - time employee was 152, then the unplanned absenteeism replacement rate = 3,800 hours divided by 152 standard hours worked = the equivalent of 25 staff for the period).
2.5	% Unplanned absenteeism taken as personal/sick leave	The total number of unplanned absenteeism hours claimed by employees as personal /sick leave, divided by the total number of unplanned absenteeism hours taken during the period being reported, multiplied by 100.
2.6	% Unplanned absenteeism taken as family leave	The total number of unplanned absenteeism hours claimed by employees as family leave, divided by the total number of unplanned absenteeism hours taken during the period being reported, multiplied by 100.

WORKFORCE REPORTING KEY PERFORMANCE INDICATOR METHODOLOGY TEMPLATE - ABSENTEEISM

Defining Your Content		Defining Your Reporting Definitions
2.0	Recommended Performance Measures	Recommended Periodic Reporting
2.7	% Unplanned absenteeism taken as unpaid leave	The total number of unplanned absenteeism hours claimed by employees as unpaid leave, divided by the total number of unplanned absenteeism hours taken during the period being reported (excluding overtime & third-party contractors), multiplied by 100.
2.8	% Planned absenteeism rate	The total number of planned absenteeism hours utilized during the period being reported (i.e. Includes annual leave and long service leave), divided by the total labour hours worked (excluding overtime, casual and contractor hours) multiplied by 100.
2.9	Planned absenteeism hours per FTE	The total number of planned absenteeism hours utilized during the period being reported (as previously defined), divided by the full-time equivalent workforce headcount.
2.10	Excess leave accrual (Days)	The total number of Annual Leave & Long Service Leave hours accrued by eligible employees that is in excess of stipulated industrial award or company policies and procedure standards, divided by 7.6 hours.
2.11	FTE Unplanned absenteeism replacement rate	The total number of unplanned and planned absenteeism hours utilized during the period being reported divided by the total labour hours worked for the same period (excluding overtime and third – party contractor hours) multiplied by 100.

UNPLANNED ABSENTEEISM REPLACEMENT COSTING TEMPLATE

WAGES STAFF (Weekly Paid Employees)	\$ Per Day	SALARIED STAFF (Monthly Paid Employees)	\$ Per Day
Cost of wages without productivity return		Cost of salary without productivity return	
Cost of replacement (I.e. Overtime, casual, agency staff)		Cost of replacement (I.e. Higher Duties payments, external contractor or agency staff)	
Cost of service/delivery delays		Cost of time delays or project over-runs	
Cost of errors/re-work/wastage		Cost of knowledge & experience (External/paid advice)	
Cost of re-arranging labour & workflow		Cost of senior manager's additional time	
Other Costs: -		Other Costs: -	
Total Cost Per Day	\$	Total Cost Per Day	\$
Standard Working Hours per day:		Standard Working Hours per day:	

How our HR Management Efficiency & Effectiveness Reporting Custom Design Service Works

Step One

• You select from our pricing menu (as outlined on the following page) all of the key performance indicator reports that are appropriate for your organisation, then place an order via our website, including your corporate logo for incorporation into all templates/colour matching on every page we will produce.

Step Two

• We will confirm your order and submit an initial invoice for 50% of the quoted fee (Plus Gst). Upon receipt of payment, we will complete all necessary work in creating your consolidated HR Efficiency & Effectiveness Reporting Manual including customisation to reflect your organisation.

Step Three

• Once your Manual has been completed we will submit the final content to you in both PDF and Microsoft Word formats, thereby providing a master copy for future referall, as well as a copy for ongoing updates and distribution throughout your organisation.

Step Four

• We will schedule an online familiarisation workshop of between two and three hours duration in order to discuss you HR Efficiency & Effectiveness Reporting Manual content in detail. Should you request any further amendments or changes, these will be completed at an additional cost of \$250 per hour

Step Five

• We will thereafter submit a final invoice for payment of the remaining 50% of our quoted fee, plus any agreed adjustments. (Our standard terms are 14 days) We will additionally schedule two sixty minute de-briefing sessions at three monthly intervals in order to check-in with you, discuss your progress and assist you with any issues or concerns that remain outstanding.

HR Management Efficiency & Effectiveness Reporting Customization Service Price - List					
HR Template KPI's @ \$25.00	Pages	HR Template KPI's @ \$50.00	Pages	HR Template KPI's @ \$75.00	Pages
Workforce Disputation	3	Workforce Absenteeism	5	Workforce Recruitment	8
Workforce Leave Accruals	3	Workforce Diversity	5	Workforce Turnover	8
Workforce Compliance	4	Workforce Governance	5	Workforce Sustainability	12
Workforce Consumer Relations	4	Workforce Headcount	5		
Workforce Flexibility	4	Workforce Health & Safety	5		
Workforce Gender Equality	4	Workforce Remuneration	5		
Workforce Involvement	4	Workforce Succession Planning	5		
Workforce Knowledge Retention	4	Workforce Utilization	5	HR Template KPI's Booklet @ \$199.00	Pages
Workforce Long Term Leave	4	Workforce Welfare & Well -Being	5		
Workforce Training (Leadership)	4	Workforce Resourcing	6	Examining the Ten Essential Pre-Requisites for Success	45
Workforce Work Arrangements	4	Workforce Talent Management	6		
		Workforce Training (Competencies)	6		
		Workforce Demographics	7		
		Workforce Productivity	7		
				Development Costs	Prices
				KPI Reporting Manual Consolidation	@ \$50 per report
				KPI Reporting Manual Customisation	@ \$50 per report
				KPI Reporting Training Workshop	@ \$750.00
				KPI Reporting De - Briefing Sessions	@ \$1,00.00

Some of Our Many Satisfied Customers - *Denotes Custom Designed Programs

1. Cisco Systems	31. Totalcare Health Industries*	61. Mellons*	91. Reflections Group*
2. Revlon	32. Panasonic	62. JNH Australia*	92. Frank Knight Australia
3. House of Reps Canberra	33. Ticketek	63. Hawthorn Football Club*	93. Vemco Pty Ltd
4. NHP Electrical Engineering*	34. Integrated Packaging	64. Cricket Australia	94. Interface Australia
5. EMI Music Australia	35. Orix Australia	65. Haymes Paint*	95. McLarens Young*
6. Jeans West	36. Caterpillar Australia	66. Rayson Industries	96. Primelife Corporation*
7. ESANDA Fleet Partners	37. Baytech Institute	67. Cap XXX	97. Capital Finance
8. Henry Davis York	38. Swimming Australia*	68. Hume City Council	98. Dept of Education WA
9. Victorian Cricket Association	39. Simplot Australia	69. Rural Ambulance Victoria	99. Eltham College
10. Sims Lockwood	40. Fawkner Cemetery	70. Integrated Design Services	100. Aus Chamber Orchestra
11. Woollahra Council	41. Idexx Laboratories	71. Biolab Australia	101. Aust Admin Services
12. Suncor Energy	42. Armstrong Industries	72. Integrated Vision*	102. Co-Invest Limited
13. Telefix	43. Financial Planning Association	73. Yallourn Energy	103. McManus & Associates
14. Trader Systems International*	44. Mainland Dairies	74. Filcon Precision Engineering	104. Millennium Chemicals
15. South East Water*	45. Melbourne Victory Football Club*	75. Beltreco Ltd Victoria	105. Govt Superannuation Board
16. DC Australia	46. City of Wyndham	76. URS Corporation*	106. Telefix
17. Beaumonts Geelong	47. Southcorp Packaging	77. Wide Bay Water	107. WIN Support Services
18. APA	48. Aust Care Australia	78. Adidas	108. Bond University
19. ABB Industries	49. Mercy Hospital	79. Brimbank City Council*	109. City of Belmont
20. Vic Roads	50. Astra Pharmaceuticals	80. BTR Nylex	110. RWAV*
21. Chiquita Mushrooma	51. Western Mining	81. Juniper Development Group	111. CPSCU Credit Union
22. Bankstown Health Service	52. Macquarie Health Service	82. Ticketmaster	112. Freehills
23. AFL	53. Greening Australia*	83. Maxxium Australia	113. Catholic Insurance
24. Utilux	54. PowerWater NT	84. Houstons Farm	114. KBR Corporation*
25. Aust Pacific Paper	55. Butterworths	85. Melbourne & Olympic Park*	115. Victorian Auditor General
26. Data Connection	56. Cablex Australia*	86. Bridgestone NZ	116. Kalari Transport*
27. TPG Consulting*	57. Melbourne Sports & Aquatic Centre	87. Melbourne Business School	117. AHIMA USA
28. Shire of Yarra Ranges	58. Marchetti Smallgoods	88. St Kilda Football Club*	118. Football Federation Australia*
29. City West Water*	59. Moet Chandon*	89. Coogee Bay Hotel	119.
30. Essendon Football Club*	60. Headstrong	90. Fowles Auction Group	120.



Stephen Moore
Founder & Managing Director

Stephen Moore spent the first twenty years of his professional career occupying a diverse range of Employee Relations roles within leading organisations including Trans Australia Airlines, Ford Motor Company & Coles-Myer.

In late 1995 Stephen formed Optimum Performance HR Consultants, where he spent the next two decades primarily designing & delivering people metrics, analytics & planning solutions to a diverse client base located throughout Australia, New Zealand, Asia & South Africa.

After a short stint in the HR software development industry, in early 2018 Stephen established a new consulting practice (Moore HR), devoted to the progressive elevation and recognition of the Human Resources profession at an organisational level via the design and execution of advanced Human Resources programs that add-value to the business without straining over - worked HR resources or budgets.

Along this long and often unpredictable journey, Stephen has collaborated with the Australian Human Resources Institute, the Human Resources Institute of New Zealand, the Hong Kong Human Resources Institute, the Public Service Commission WA and Latrobe/Deakin University Graduate Schools of Management in designing & delivering a diverse range of public training workshops, conferences, tertiary level distance learning courses and MBA master-classes to more than 3,000 HR professionals located across nine separate countries.

Stephen also developed and managed his own USA HR Best - Practice Study Tour, where for more than a decade senior Australian Human Resources executives were provided the opportunity to bench-mark pre-eminent organisations, who amongst others included Harley - Davidson, FedEx, NASA, Cisco Systems, Hewlett-Packard and Marriott Hotels.

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