

NEWS

YOU'RE HIRED! FINDING THE BEST FOR THE JOB WITH NEW ISO GUIDELINES

By Clare Naden on 9 August 2018

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An organization's greatest asset is its employees, but the impact that new recruits have on a company's success is sometimes less clear. Or is it? New international guidelines have just been published that give recruiters a metric to measure just how well they have done.

When it comes to recruitment, finding the right person for the job not only fills an employment gap, it can have a significant impact on the organization as a whole. Recognizing this, HR departments are now often strategic partners within a company, so measuring the impact of their expertise not only demonstrates their value, but allows for continuous improvement as well.

Measuring the "quality of hire", or the benefit that newly employed staff bring to a company, is therefore essential to determine the effectiveness of the recruitment process.

Recently published, ISO technical specification [ISO/TS 30411:2018](#), *Human resource management – Quality of hire metric*, outlines international best practice to do just that. It identifies metrics that can be used to evaluate the link between the new person's work and the success of the organization.

Dr Ron McKinley, Chair of the ISO technical committee that developed ISO/TS 30411, said it is a key tool for any organization, regardless of size or sector.

"Measuring how well the new employee performs, and thus how good a choice they were, is always context-based, with many contributing factors," he said. "But this technical specification provides a concrete way of evaluating their performance against measurable targets or expectations that relate to organizational performance, thus serving as a highly useful reporting tool."

ISO/TS 30411 was developed by ISO technical committee [ISO/TC 260](#), *Human resource management*, the secretariat of which is ANSI, ISO's member for the USA. It can be purchased from your national [ISO member](#) or through the [ISO Store](#).

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STANDARDS

ISO/TS 30411:2018

HUMAN RESOURCE MANAGEMENT

Quality of hire metric

ISO/TC 260

Human resource management

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