

Audit of Assessment Processes & Systems

The importance of starting from the top

Alongside the CEO's KPIs and the Finance Director's P&L targets the HR Director will need talent metrics. Effective talent metrics flow from the business strategy and current mission, and from the brand & ethos for the company. Talent metrics underlie the measures of competency and engagement deployed at each stage of the human capital supply chain from recruitment through development to internal career progression. An important role in providing talent metrics is supplied by the appropriate use of psychometrics to enable predictions to be made about human capital potential and to provide information to the organization and to its people not easily available from other forms of assessment.

How an audit by taranis-PHI can help

taranis-PHI audits provide information forming the basis for key practical and often cost-saving changes:

- *Use of human capital metrics that address human capital performance & engagement as well as process efficiency;*
- *Validation of assessments used in performance appraisal and to measure learning & development;*
- *Statistical evaluation of psychometrics used for selection & development;*
- *Usability and user experience of online talent assessment systems.*

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promoting human integration



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In depth examination of the use of psychometrics

taranis-PHI examines how psychometrics are being used at two levels. At a process level compliance with ISO 10667 will ensure that you and your suppliers are in compliance with this new international standard. At a detailed level the actual psychometric instruments in use are examined and compared to alternatives that could or should be used. For example, there are at least six main occupational personality trait inventories available today each of which differ in terms of the features and information they offer.

Usability audit of online assessment systems

Whether you have an existing out-of-the-box assessment system or have or are developing one for use within your organization you need to take account of the user experience. With assessment in particular it is important to consider usability for assessment participants as well as administrators and users of the information that is produced. taranis-PHI audits usability against ISO 9241 and ISO 13407 to ensure that assessment processes are optimized for use online, whether internet-based, using social media or via mobile technology.

taranis-PHI human capital assessment audit

provides a systematic review of the following areas:

- **Are Talent Metrics being used?** These are classified as performance-related (e.g. related to business strategy and operational missions), engagement-related (related to values or desired organizational ethos) or process-related (e.g. related to specific talent processes like recruitment time-to-hire, or number of learning & development objectives fulfilled etc.);
- **Is a competency framework in place?** Has a competency framework been developed covering all job roles? Are the behaviours measurable and related to business strategy? Have the competencies been mapped to performance appraisals and psychometric instruments in use? How are engagement and values being measured?;
- **How are performance and engagement assessments validated?** What use is being made of performance appraisals and engagement surveys, do they predict business performance or metrics like staff turnover, what are their statistical properties (are they reliable, what score distributions are obtained)?;
- **Are psychometric instruments being used appropriately?** Are psychometric instruments in use to assess potential or provide feedback during recruitment, development or to manage talent pools? Are these reliable, statistically valid and appropriate for the personnel being assessed?
- **What is the online user experience like?** Are assessment processes usable, accessible and informative for candidates and assessors.

taranis-PHI provides these consulting and service options to business organizations:

- **Talent assessment strategy**
- **Online Psychometric Assessment**
- **Design of custom business simulations**
- **Focus on performance improvement**
- **Audit of assessment processes and systems**
- **Design & Evaluate the HR Tech User Experience (UX)**
- **Talent solution procurement & programme management for HR**

taranis-PHI provides consulting services and solutions to improve business performance. Our people are professionally trained, very experienced and fully accredited by the British Psychological Society (BPS), the UK Health & Care Professions Council (HCPC) and the European Federation of Psychologists Associations (EFPA).



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