



TenStep Supplemental Paper

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Innovative Practices in Human Resources - An Overview

The following represent the benchmarking results from 67 companies.

Innovative Practices in Human Resources revealed 12 best practices that can be used to reduce an organization's cost per employee and improve the quality of employees hired in organizations. The research identified the need for HR managers to streamline processes, lower overhead costs and enhance organizational transactions with strategic business partners. This can be accomplished by implementing some of the following strategies:

- Setting up communication systems with the help of the Internet and/or intranets
- Centralizing HR departments and call centers
- Introducing a 360-degree performance appraisal system
- Implementing a Human Resources Information System
- Setting up Voice Response Systems
- Fostering the recruitment practice by recruiting through the Net
- Introducing automated time keeping systems
- Outsourcing non-core functions
- Utilizing Business Process Reengineering (BPR)

By implementing some of these innovative HR practices, the quality of internal organizational processes improves dramatically. Some issues related to possible risks and obstacles can even be avoided completely!

Research indicates that costs associated with tools are insignificant when compared with the benefits derived from such tools.