

# Top 10 Checklist to Assess Your HR Service Delivery Effectiveness

This checklist presents some questions for organizations to consider when assessing their HR Service Delivery effectiveness and opportunities for improvement – and identifies the first action steps you can take to remedy any shortfalls.

Use the following to provoke discussion at your next HR leadership meeting. If you answer “no” to any of these questions, your HR function may be missing key opportunities to drive value for your organization.

## Ask Your HR Team

If *No*,  
then ...

## Take Action

1

Do we have a long-term HR strategy that is consistent with our organizational objectives?

Facilitate a planning session that can produce an HR roadmap.

2

Do we know if our HR cost per employee is competitive with our peers?

Calculate your costs to compare with benchmarks.

3

Are we outsourcing HR processes that are measured as high risk and low return?

Identify your most critical HR processes that support the organizational objectives.

4

Do we routinely evaluate our key HR processes and redesign them for optimum process efficiency?

Map your current HR processes to look for efficiency improvements.

5

Are our self service applications readily available to users in order to complete transactions or find answers?

Audit your self-service capabilities and compare the results to the needs of your workforce.

6

Are we supporting the organization with human capital planning to identify, acquire and/or develop the talent needed to meet business goals?

Gather key HR metrics and meet with organizational leaders to discuss their human capital needs and gaps.

7

Do we understand the HR technology solutions in the marketplace that can add value for our organization?

Gather market intelligence on possible HR technology solutions.

8

Do we know if our customers are satisfied with HR services and performance?

Survey your customers to understand the level of importance and your performance for key service delivery areas.

9

Do we have the right skill sets in HR to deliver the services in the way our organization needs?

Identify the required HR skills and assess your current talent.

10

Are we spending time on the most value added activities?

Determine how your time in HR is being spent.