

PROFESSIONAL WORKERS			
KPI Measurement	Measurement	Monthly Target %	Description
Time to shortlist. From Fully Approved Requirement to 2nd CV to Hiring Manager	72 Hrs	90%	Time taken from receipt of a fully approved requirement in Fieldglass to the submission of a shortlist to the Hiring Manager. <i>Measurement: Time from Approved requisition to 2nd CV sent to HM for all roles filled within the previous month.</i>
CV to Interview	2.5 to 1	85%	Minimum number of CVs submitted for each interview arranged <i>Measurement: total number of CVs submitted to total number of interviews held for all roles filled within the previous month.</i>
Interview to Offer	2 to 1	85%	Number of interviews held for each offer made. <i>Measurement: total number of interviews submitted to total number offers issued for all roles filled within the previous month.</i>
Time to Offer	12 working days	85%	Time taken to make a written offer. <i>Measurement: Time from approved requirement in Fieldglass to written offer made for all roles filled within the previous month.</i>
Time from Offer to On-board	10 working days	85%	Time taken to on-board a worker. <i>Measurement: Time from offer extended to a completed on-board (issue of COC) made for all roles filled within the previous period.</i>
C-SAT - Hiring Manager satisfaction	80%	80%	% of responses scoring 'satisfied' or above in the customer satisfaction surveys issued following conclusion of a workers assignment. <i>Measurement: Measured quarterly, based on the issue of C-SATs issued in reporting period (statistical relevance to be reflected)</i>
Rate Alignment: % candidates at or below the rate set out on the rate card	75%	75%	% of successful candidates placed in a role at or below the agreed rate card rate. <i>Measurement: % based on all successful candidates placed against roles filled in the previous period, subject to 3rd party process exceptions out with control of PSR.</i>
Fulfilment Rate	N/A	90%	Number of filled requirements vs. number of requests made. <i>Measurement: % based on requirements requested vs. requirements fulfilled.</i>
ADMIN, CLERICAL AND OPERATIONAL WORKERS			

Time to Offer	5 days - 1-9 workers 10 days 10+ workers	85%	Time taken to make a written offer. <i>Measurement: Time from approved requirement to offer made for all roles filled within the previous month, subject to 3rd party process exceptions out with control of PSR.</i>
Time from Offer to On-board (measured from Approved offer to C.O.C)	5 days - 1-9 workers 10 days – 10t workers	85%	Time taken to on-board a worker. <i>Measurement: Time from offer extended to a completed on-board (issue of COC) made for all roles filled within the previous month, subject to 3rd party process exceptions out with control of PSR.</i>
C-SAT - Hiring Manager satisfaction - score of satisfaction	80%	80%	% of responses scoring 'satisfied' or above in the customer satisfaction surveys issued <i>Measurement: Measured quarterly, based on the issue of C-SATs issued in reporting month (statistical relevance to be reflected).</i>
Rate Alignment: % candidates deployed in line with AWR legislation	100%	100%	% successfully candidates placed in role meeting AWR requirements. <i>Measurement: % based on all successful candidates placed against roles filled in the previous month.</i>
Fulfilment Rate	N/A	90%	Number of filled requirements vs. number of requests made. <i>Measurement: % based on requirements requested vs. requirements fulfilled.</i>

KPI's will be reviewed and updated on a 6 monthly basis to ensure the Call Off remains best-in-class.

The first review session will be scheduled in January 2019.