

## HR Performance Measures

Measure	Target	Description	July	August	September	
			Report Outs			
Percent of HRMS Actions Completed within 72 Hours <b>*Monthly Measure</b>	100%	The Personnel Payroll Data Sheet (PPDS) form is used whenever an agency is hiring or changing the status of an employee. Human Resources receives the PPDS form and processed the action in the Human Resources Management System (HRMS). The goal is to complete these actions within 72 hours of receipt.	100%	100%	99%	
Recruitment Postings Processed within 72 Hours <b>*Monthly Measure</b>	100%	The Small Agency Recruitment Request Form and the Position Description Form are used when a Small Agency would like to post recruitment for a vacant position on careers.wa.gov. The Human Resources Team from receipt of these forms will post recruitment for that position within 72 hours.	89%	100%	100%	
Certified Referral List with 48 hours after Recruitment closing. <b>*Monthly Measure</b>	100%	Human Resources will provide the Small Agency contact with a qualified listing of candidates for their vacant position within 48 hours of the closing of that recruitment.	100%	100%	100%	
Percentage of contacts to Small Agencies on a monthly basis. <b>*Monthly Measure</b>	100%	The Human Resources Consultant assigned to a Small Agency will be proactive and call or visit that agency at least once a month, to discuss any needs or issues that may need to be address. These monthly contacts will be tracked by each Human Resources Consultant.	100%	100%	100%	
Customer Satisfaction <b>*Annual Measure - Under Development</b>	90% Overall Satisfaction	Measuring customer satisfaction is an important means to determining whether or not the reports provided by analysts are useful to an agency. If reports are not useful and quarterly meetings are unproductive, an agency will not be satisfied. While an annual survey will be conducted, quarterly client meetings are an excellent opportunity for course corrections if an agency is unhappy with its service.				