

QUALITY OF HIRE

Quality of hire is the value a new hire adds to your organization in terms of performance and tenure.

METRICS

GENERAL

- 1 Receiving a raise
- 2 Performance ratings
- 3 Receiving a promotion
- 4 Tenure

SALES

- 1 Annual sales dollars
- 2 Commissions earned
- 3 New clients won
- 4 Retention of customers

CALL CENTER

- 1 Total calls handled
- 2 Customer feedback
- 3 Time to resolve
- 4 Supervisor feedback

FINANCIAL IMPACT

VALUE / COST

INVESTMENT REQUIRED

SHORT-TERM

- 90-day retention
- Hiring manager satisfaction

LONG-TERM

- YoY performance
- YoY raises and promotions