Lean HR

Achieving High-Performing Organisations Through Streamlining HR

Lean HR is an approach comprising of methods for analysing and streamlining HR functions and processes. Delivering outstanding results for HR's internal customers and yet, reducing the resources needed are principle objectives of Lean HR.

Lean HR uses proven methods to diagnose requirements of internal customers towards HR and to map our HR processes used and resources deployed. Key deliverables of the Diagnose Phase are:

- ❑ Kano Analysis of Degree of Customer Satisfaction with HR Services
- ❑ Value Stream Maps of HR Processes
- ❑ Value Stream Analysis of Resource Utilisation
- ❑ Benchmarking of Results against Industry

These results are used to support Management Decisions regarding outsourcing of certain HR activities as well as the structure of future state HR services.

Based on the results and the management decision Future State Processes are designed and implementation strategies including training, redeployment and management structure are developed.

In order to make results lasting, Monitoring Systems containing Management Information System and Dashboards are proposed and deployed.

Some of COE's supporting solutions are:

- ❑ **HR Pulse Rate**
- ❑ **HR Voice of Customer (VOC**
- ❑ **HR Strategy & Roadmap**
- ❑ **HR Business Partner Competency Model**
- ❑ **Integrated Talent Management Solutions**
- ❑ **HR Metrics**
- ❑ **Lean HR Training Simulation**

COE's Lean HR
Following D⁴S Approach

Diagnose

- ■ Measuring Customer Requirements and Customer Satisfaction
- ■ Mapping Processes
- ■ Gauging Resource Utilisation
- ■ Benchmarking

Design

- ■ Deciding about HR Strategy
- ■ Designing overall HR structure
- ■ Defining Outsourcing Strategy

Develop

- ■ Deciding about HR Metrics and SLA
- ■ Developing Lean HR Solutions
- ■ Developing Future State HR Processes
- ■ Training Personnel

Deploy

- ■ Implementing HR Dashboards
- ■ Deploying Lean HR Solutions
- ■ Implementing New HR Processes
- ■ Building HR Business Partnership Competency

Sustain

- ■ Implementing HR Customer Satisfaction System
- ■ Monitoring HR Performance Continuously
- ■ Establishing Continuous Improvement Mechanisms