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Human resource management — Quality of hire metric

Management des ressources humaines — Indicateur de la qualité du recrutement



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Foreword

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Introduction

Measurement, analysis and improvement of the recruitment process is essential, as highlighted in ISO 30405. The quality of hire metric (QoH) is critical for determining the effectiveness of the recruitment process and has a consequential impact on an organization's performance. As such, the QoH has emerged as the single most important performance metric for talent acquisition teams.

According to Jac Fitz Enz^[1], quality is defined by the customer and depends upon the satisfaction of the customer. For recruitment, quality of hire relates to the satisfaction of the stakeholders with the performance of the new hire, and can be assessed as the percentage of products/services that meet or exceed expectations.

Recruitment is a gateway or entry into an organization and all stakeholders are interested in assessing the QoH. Regardless of who uses what measures, one thing is obvious: everyone is concerned about the quality of hire and wants to use a credible framework to determine the success of the recruitment process.