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Human resource management — Workforce availability metrics cluster

*Management des ressources humaines — Indicateurs de mesure de la
disponibilité de la main d'œuvre*



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Foreword

ISO (the International Organization for Standardization) is a worldwide federation of national standards bodies (ISO member bodies). The work of preparing International Standards is normally carried out through ISO technical committees. Each member body interested in a subject for which a technical committee has been established has the right to be represented on that committee. International organizations, governmental and non-governmental, in liaison with ISO, also take part in the work. ISO collaborates closely with the International Electrotechnical Commission (IEC) on all matters of electrotechnical standardization.

The procedures used to develop this document and those intended for its further maintenance are described in the ISO/IEC Directives, Part 1. In particular, the different approval criteria needed for the different types of ISO documents should be noted. This document was drafted in accordance with the editorial rules of the ISO/IEC Directives, Part 2 (see www.iso.org/directives).

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This document was prepared by Technical Committee ISO/TC 260, *Human resource management*.

Any feedback or questions on this document should be directed to the user's national standards body. A complete listing of these bodies can be found at www.iso.org/members.html.

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Introduction

ISO 30414 highlights guidelines on the following core human capital reporting areas or clusters:

- compliance and ethics;
- costs;
- diversity;
- leadership;
- organizational culture;
- organizational health, safety and well-being;
- productivity;
- recruitment, mobility and turnover;
- skills and capabilities;
- succession planning;
- workforce availability.

This document deals specifically with the cluster of metrics in the workforce availability area. Managing workforce availability is a major challenge for all kind of organizations. ISO 30414:2018, 4.7.12, describes the significance of the workforce availability metrics.

Workforce availability metrics should be calculated at a granular level within organisations and aggregated across organisations, locations or both to deliver an overall understanding of each metric at every level as well as the aggregate workforce availability position, e.g. team, stream, department, location and organization level.

The metrics within the workforce availability metrics cluster as documented in ISO 30414 are:

- a) number of employees;
 - headcount;
 - number of full-time and part-time employees;
- b) total full-time equivalents (FTE);
- c) contingent workforce;
 - independent contractor;
 - temporary workforce: leasing, interim or supervised workers;
- d) absenteeism.