

ScottMadden Examines How to Use Benchmarks to Improve HR Shared Services

ScottMadden's partners share insights and lessons learned for benchmarking in recent APQC webinar

ATLANTA, GA – (November 2, 2015) – ScottMadden, Inc., a general management consulting firm, and American Productivity & Quality Center (APQC) recently conducted a complimentary webinar focused on using benchmarks to improve HR shared services performance. In this session, ScottMadden addressed the topic using data from the third cycle of its human resources shared services (HRSS) benchmarking study conducted with APQC. This multi-year study focused exclusively on U.S. or North American HRSS organizations with service centers and centers of expertise.

In this webinar, Tina Krebs and Karen Hilton, partners at ScottMadden, examined the characteristics of top performing HRSS organizations, identified which metrics are most critical for evaluating performance, and provided tips for instituting an ongoing benchmarking program.

To download a copy of the webinar presentation or recording, please [click here](#).

HRSS organizations can take part in this complimentary study before November 30 by [clicking here](#). All participants will receive a detailed report on 36 metrics and all qualitative questions, which will allow practitioners to compare performance to peer group benchmarks and practices.

About ScottMadden's Corporate & Shared Services Practice

ScottMadden has been a pioneer in corporate and shared services since the practice began decades ago. Our Corporate & Shared Services practice has completed more than 1,100 projects since the early 90s, including hundreds of large, multi-year implementations. Our clients span a variety of industries from entertainment to energy to high tech. Examples of our projects include business case development, shared services design, and shared services build support and implementation.

About ScottMadden, Inc.

ScottMadden is the management consulting firm that does what it takes to get it done right. Our practice areas include Energy, Clean Tech & Sustainability, Corporate & Shared Services, and Grid Transformation. We deliver a broad array of consulting services ranging from strategic planning through implementation across many industries, business units, and functions. To learn more, visit www.scottmadden.com | [Twitter](#) | [Facebook](#) | [LinkedIn](#)

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