

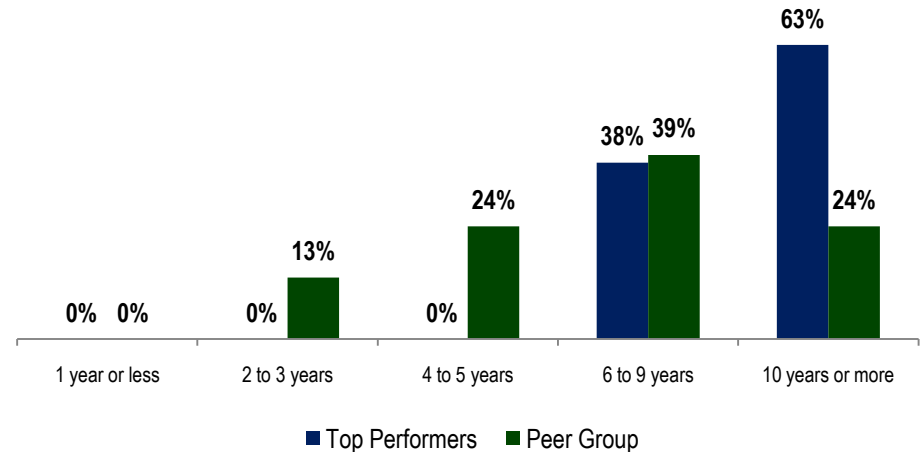
Metric Of The Month: Average Tenure For Payroll Top Performers is More Than 10 Years!

Results of our 2009 Payroll Performance Study show experience pays! Top Performing payroll organizations have an average tenure that starts at six years and ends at more than ten years. How much does experience have to do with the payroll process? Looking at our Top Performers, it is fair to conclude experience plays a role in overall performance in payroll.

As the payroll profession matures, talent management is a primary concern. Knowledge and experience in areas such as tax filing and payments and garnishment administration, require a specific skill set supplemented by experience. In order to attain and maintain optimal performance in payroll, leaders need to work with Human Resources to create talent development and succession plans. Creating these plans allow payroll leaders to identify key resources and access their skills in order to determine exactly what areas need to be developed. The majority of Top Performers are aware this is an issue and have started conversations with management to address this concern.

What is the average tenure of your payroll resources? Do you have talent development and succession plans in place for key positions in your payroll organization? What resources can you not live without? Talent Management is a critical component of the “agility” of your payroll organization.

Average Tenure of Payroll Resources



Provided By Felicia Cheek, Global Time-to-Pay Advisory Program Leader, The Hackett Group

The Hackett Group, a global strategic advisory firm, is a leader in best practice advisory, benchmarking, and transformation consulting services, including shared services, off shoring and outsourcing advice. Utilizing best practices and implementation insights from more than 4,000 benchmarking engagements, executives use Hackett’s empirically based approach to quickly define and prioritize initiatives to enable world-class performance.