

let's better good.



When
accuracy
matters



ISO 10667-1/2:2011

Procedures and methods to assess people
in work and organizational settings

1

HR DECISIONS

Every single minute, probably several ten or even hundred thousands HR decisions are made in companies, enterprises and institutions all around the world.

Regardless who has to make all these decisions, whether an organisation's HR department as an internal service provider, or a contracted service provider external to the organisation in need of making a specific HR decision, both have at least one thing in common:

They have to accomplish an occupational assessment preceding the decision in order to enable it being made at all.

And, the more appropriate the preceding occupational assessment process is, the more appropriate and the less inaccurate the consecutive HR decision based on it will be.

But how to decrease wrong HR decisions?

Just considering that e.g. the costs of a single recruiting process usually make about 20% - 40% of the related position's yearly salary, with the opportunity costs even not being included therein, it is understood that avoidance of every single unsuitable appointment becomes one of the most important objectives to every HR decision maker.

Respectable and professionally reliable service providers always are aware of their functional responsibility, and keep in mind that each HR decision based on the results of the occupational assessment they accomplished has far-reaching consequences for both, the decision maker's organization (client), and the respective person or group of individuals the decision was set up for (assessment participants).

As far as HR area is concerned, ISO 10667-1/2:2011 makes an appropriate, reliable and acknowledged international process quality standard. It specifies requirements for the whole occupational assessment process in any kind of organization, regardless its branch of trade, in order to sustainably improve it.

By enhancing quality in the respective occupational assessment processes!

ISO 10667-1/2:2011 exclusively refers to the arrangement and accomplishment of the occupational assessment process, and the evaluation of its results. While actually the subsequent HR decision itself is clearly distinguished therefrom and is meant to remain in the responsibility of the HR decision makers in enterprises, factories, companies, civil service institutions and administrations.

As an optimization-oriented process quality standard, ISO 10667-1/2:2011 serves as a fundament with determinating necessary requirements, principles and guiding recommendations, e.g. for

- agreement procedure between client and service provider,
- competence assurance of service providers and assessors,
- responsibilities of client and service provider, with regard to the assessment process,
- information and data management related to assessment participants (e.g. consent),
- planning of the occupational assessment process,
- selection, composition, accomplishment and evaluation of the procedures utilized,
- interpretation of the procedure's results and the judgement formation,
- preparing and providing of reports,
- provision of feedback to the assessment participants,
- evaluation of the assessment process and post-assessment review.

2

RESPONSIBILITY

3

IMPROVEMENT

4

QUALITY STANDARD

In order to assure that, in addition, ISO 10667-1/2:2011 demands that, e.g.

- each element of the occupational assessment process refers to concrete and essential requirements of the employment in question,
- for each procedure utilized in the course of the assessment process, existence of, and access to appropriate procedure's references (manuals) is mandatory,
- definition of evaluation categories, analysis standards and rules for result interpretations has to take place before accomplishment of the respective procedure,
- standard values referred to within the occupational assessment process, must correspond to the related group of assessment participants,
- reliability and validity of the utilized procedures must be empirically proven,
- actuality of standard values referred to within the assessment process must be regularly re-evaluated (reliability, validity as well as the standard characteristic values),
- comprehensible documentation of the entire occupational assessment process including the performance and decision criteria,
- sufficient qualifications and training of the service providers, and any other personnel involved into accomplishment of, and assisting in the process as a whole or parts of it must be safeguarded.

Have an international quality standard as HR management guideline

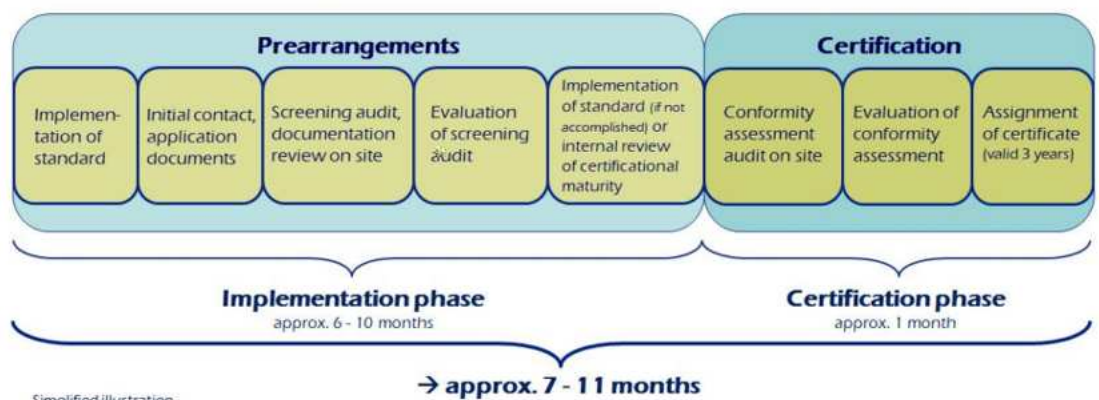
Your organization's benefits from implementing ISO 10667-1/2:2011 into its existing HR management system are numerous, e.g.:

- clients have a benchmark for the quality evaluation of external service providers,
- service providers, both internal (e.g. HR department) and external to the client's organization (e.g. recruiting consultancies), have a guidance on planning, accomplishment and evaluation of premium occupational assessment processes,
- tapping substantial saving potentials by improvement of quality and accuracy within the whole personnel recruitment, hiring and any other staff evaluation processes,
- compliance: enhancement of legal reliability by involvement of ISO 10667-1/2:2011 into international contracts with business partners and assessment participants,
- employers have an assistance for fulfilling legal requirements (e.g. non-discrimination precept, data protection act, etc),
- assessment participants have a guidance to realize their rights and responsibilities within occupational assessments they take,
- raise of prognostic validity, reliability, and accuracy of occupational assessment results,
- increase of related HR decision's correctness, justification, and acceptability,
- preventing assessment participants from being assessed in an inappropriate manner,
- increase of transparency and fairness in the whole occupational assessment process,
- controlling impact of factors irrelevant for an objective and sound occupational assessment and its subsequent HR decision,
- taking center as an internationally eligible business partner and attractive employee utilizing transparent premium occupational assessment processes, which safeguard both, non-discrimination regulations and equal opportunity principles.

Now, what is necessary for your good organization to gain all these valuable benefits mentioned:

- 1) engage with us,
- 2) decide for the service you desire (organizational certification and/or personnel licensing),
- 3) a preliminary screening auditing is your basis for target-oriented implementation of the standard and/or evaluates your organization's general certification maturity,
- 4) review your implementation of ISO 10667-2:2011 into your occupational assessment process,
- 5) gain an internationally acknowledged credibility testimonial of your occupational assessment process quality, by accomplishing an organizational conformity assessment on ISO 10667-2:2011 and/or personnel licensing on ISO 10667-1/2:2011.

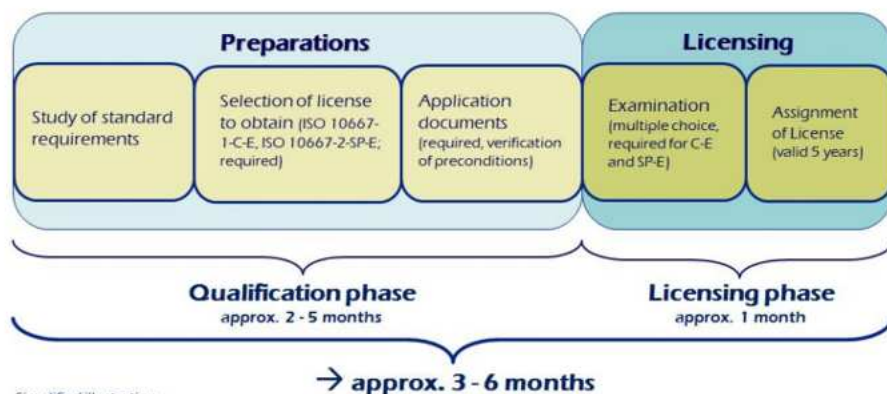
Prearrangements and certification on ISO 10667-2:2011



Simplified illustration:

Estimated course of time for implementation and certification on ISO 10667-2:2011. Strongly depending on the status quo of the assessment process in the organization and its ability to promptly implement the standard. Sound standard implementation performed prior to prearrangements shortens procedure.

Qualification and licensing on ISO 10667-1/2:2011



Simplified illustration.

Estimated course of time for preparations and licensing on ISO 10667-1/2:2011. Sound qualification prior to preparations shortens procedure.

Organizational certification only available for internal/external service providers on ISO 10667-2:2011.
ISO 10667-1-C-E: Client's Executive personnel license. ISO 10667-2-SP-E: Service Provider's Executive personnel license.

We are looking forward assisting you!

Your certification partner with ISO 10667-1/2:2011

Towering Certification