

“We need to measure the maturity of people processes, undertake an audit of the existing HR processes, identify gaps against those specified as the requirement at Level 3 of the PCMM®.”

A mid-sized software products and projects company.

Kelsa Diagnosis

The organisation was in the midst of rapid growth and wanted to strengthen its HR processes to support the growth. In order to do that they wanted to map the HR processes to Level 3 of PCMM®.

Action

With its PCMM® trained senior consultant, Kelsa used the audit framework with the CEO and leadership team to understand the organization strategy; with the HR Head and his team to understand the prevailing HR practices and with cross-sections of employees to understand how the processes were institutionalized in the client organization. The findings reflected the gaps in the HR processes with reference to PCMM® Level 3 requirements.

Kelsa also recommended a roadmap of actions to be taken to close these gaps.

What we Achieved

The client was able to prioritize actions to address key areas for improvement, from a people perspective. With this, they were able to link their people processes to business goals – thereby assuring a much greater degree of success.

