

ROI- FINANCIAL SERVICES TEAM

MERGING KPIS, ASSESSMENT RESULTS, AND MACHINE LEARNING
TO OPTIMIZE PEOPLE DECISIONS



Beginning Environment:

This study included 59 incumbents in one position who had over one year of recorded performance against four **objective key performance indicators** (KPIs). All incumbents completed a whole-person assessment measuring 20 individual characteristics.

Initial Actions:

We first combined the assessment results with their performance scores and used regression analysis to (statistically) identify that they had 9 Top Performers, 40 Middle Performers, and 10 Bottom Performers. We then used the Top Performers results create the high-performer benchmark.

Analysis Process:

After confirming the benchmark was predictive for all four KPIs, we added **machine learning algorithms** to prove which specific characteristics (out of the 20) were **most important in predicting performance**. We then built a **Predictive Scorecard** that **accurately predicted which group each incumbent would end up in (Top, Middle, or Bottom)** - 59 out of 59 times, or with **100% accuracy!** And we showed the client how to use this scorecard to focus their training and development efforts to reap the highest benefits.

Results:

Top Performers **Overall job match** score was **17 points higher** and they completed **80 more transactions/year** than the Bottom Performers. **They also were more accurate so there was less rework required.**

Cost:

\$26,500 (including assessment costs to cover their next 10 hires).

Benifits:

Historically, 20% of this team's hires were Top Performers and 20% were Bottom Performers, and this team plans to add 10 new people in the coming year. If they use this information to hire 2 more Top Performers and prevent them from hiring 2 Bottom Performers, it could result in 160 additional closed transactions per year. At an average profit of \$1,500/transaction, this would be \$240,000 additional profit.

ROI:

$(\$240,000 - \$26,500) / \$26,500 = 806\%$

AT A GLANCE

59 people
in the same role
with at least 1 yr.
of performance
history

4 KPIs
measured for each
incumbent

**Accurately
predicted
performance in
ALL 4 KPIs**

**ROI:
806%**

PeopleRight®

Better Hiring Results... Guaranteed!

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