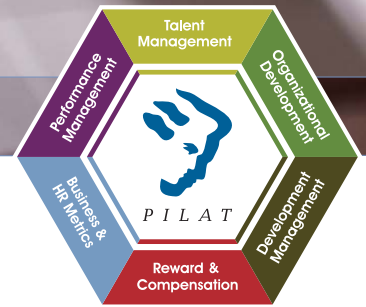


# DATA



## ENSURING THE QUALITY OF DATA AND TURNING IT INTO INTELLIGENCE

For more than thirty-five years, Pilat HR Solutions has been passionately working with organizations in a flexible and agile manner, to enhance the quality of data and its use to meet business demands. Through the expertise of Pilat's world class data services team and the tools they use, the information necessary to make intelligent and defensible decisions is collected, analyzed, measured, and disseminated.

### Data Philosophy

Traditionally, HR functions have hidden behind such claims as, "We deal with people, and measuring people is very difficult", "People issues are very complex; this is what we need to do – trust us", or "We don't have that data; we've not thought it relevant".

But no longer; successful and innovative organizations, which have effective HR functions, employ sophisticated datasets to analyze issues, identify cause and effects, validate processes, measure improvements, benchmark performance, etc.

Pilat partners with organizations to identify those metrics that can add real value and enables them to collect and use them. Typically, these include metrics on:

- PEOPLE – their performance, potential, aptitude, knowledge, attitude, judgment
- PROCESSES – compliance, effectiveness, efficiency, impact
- CULTURE – satisfaction, attrition/retention, vulnerability
- CAUSE AND EFFECT – competency versus performance, potential versus proven success
- RESOURCES AND RISK EXPOSURE – capacity, management continuity, "benchstrength", functional effectiveness.

### What is Quality Data?

Not all data collected is quality data, yet organizations typically become trapped in an endless process of adding more and more new metrics. Pilat partners with them to establish quality metrics that are:

- VALID – metrics must genuinely represent or measure what they are supposed to
- RELIABLE – if measured again within a reasonable time, the result would be the same
- DIFFERENTIATING – there is no value in consuming resources on measurement if the differences that are achieved are small
- USEFUL – have the potential to impact decisions; they matter! Otherwise collection merely consumes resources and/or creates frustration
- DEFENSIBLE – it is important that each measurement is legitimate and allowed
- COMPREHENSIVE – all significant and pertinent dimensions are covered.

### Data Solutions

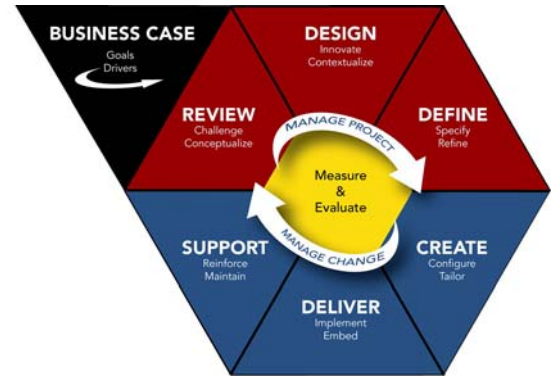
Pilat offers the following range of professional and managed solutions to enable organizations and their HR functions to become more effective in terms of data management.

- Business requirement gathering
- Communication and positioning
- Data collection
- Data analysis and reporting
- Data interpretation and action planning
- Disseminating and making use of data

## The Pilat Way

An initial consultation identifies each client's goals, drivers, pain points, success criteria, state of readiness, and capability to implement a solution. "The Pilat Way" is Pilat's proprietary methodology for delivering results-focused, tailored solutions to address that Business Case. "Best Fit" is achieved via a disciplined process:

- **REVIEW** - challenging desired solutions, concepts, and existing processes and systems to ensure that they, the business case and the organization's readiness are fully understood.
- **DESIGN** - exploring innovative options and testing them in the organization's context.
- **DEFINE** - specifying and reviewing chosen functionality until full agreement is reached.
- **CREATE** - configuring the solution, with active client participation to optimize ownership.
- **DELIVER** - implementing in a way that embeds the solution into day-to-day work.
- **SUPPORT** - reinforcing and maintaining system usage.



Through Pilat's unique on-site **Process And System Review And Specification (PASRAS)** process, all dimensions of the client's needs are Reviewed, Designed and Defined. The meeting ensures that Pilat fully understands your needs, that the internal team has considered all improvement options, and that all team members have a shared understanding of the goals, deliverables, roles and responsibilities, and project plan.

Pilat works with clients to manage the change needed to ensure acceptance and embedding of the new tools. This will deliver maximum internal acceptance to ensure that the targeted benefits are accrued - *but it does not end there!*

The Pilat Way becomes a characteristic of the on-going Client-Pilat partnership, not merely an initial implementation methodology. In addition to all of the above, additional elements ensure project success:

- **CONTINUOUS PROJECT AND CHANGE MANAGEMENT** – ensuring timelines and budgets are met, and user buy-in is achieved.
- **MEASUREMENT AND EVALUATION** – monitoring achievements and identifying areas for potential enhancement. The latter lead into a new Pilat Way cycle starting at "Review".

## Much More Than a Data Warehouse

Pilat HR Solutions, founded in 1974, has dedicated over three decades to bringing rigor to HR, working with organizations to increase their employees' performance and to realize their true potential. We do this through our combined focus in three areas of specialism - Consulting, Technology and Data.

Clients who partner with us tell us that they value their experience of Pilat's:

- **PASSION** - "We will demonstrate a contagious passion for helping you achieve your business dreams; they will become our dreams."
- **ETHICS** - "Honesty; no excuses; no blame. We will keep or exceed our promises; and the people who make them will be there with you!"
- **EXCELLENCE** - "Rigor in all we do. Based on our knowledge and experience, we will work together to deliver measurable excellence, nothing less."
- **BEST-FIT** - "We will partner with you to understand your precise requirements, and provide the best-fit solution - if we can't, we will point you toward others who can."

Additional information can be found at [www.pilat.com](http://www.pilat.com). To schedule an exploratory discussion with a member of our team, e-mail [info@pilat.com](mailto:info@pilat.com) or call (US office) +1 800 338 9701 or (UK office) +44 (0)20 8343 3433.



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