

# Internal Unit Effectiveness Deliverables

## Baseline setting

Basic summary statistics reported

Comment space provided

Concise reporting format

Easy to understand

Executive oral review with Q&As

Factor definitions on response form

Fundamental factors include:

Delivery

Product

Service

Graphic representation

Informative recommendations

Multi-industry application

Multiple department “cuts”

Numeric representation

Overall suggestions by factor

Quick and crisp objectivity

Response sheet may be re-used

Review highlights key trends

Selected suggestions by unit

Tested evaluation factors

Unit vs. organization reports

Write-in comments summarized

Additional and expanded  
HR services are tailored  
for specific client needs

**PHRST**  
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## Internal Unit Effectiveness



PHRST offers *a la carte* human resource management through select Professional Human Resource Service Teams

est. 1984

# Internal Unit Effectiveness

## What Is Needed

“The customer starts at home” has more relevance today than ever. Electronic speed and global response requirements put greater demands on organizations’ internal units to service and coordinate with each other. Dysfunctions can be devastating. PHRST concisely and objectively analyzes and reports on how your internal units work together.

## State-of-the-Art

Most commonly, external customer satisfaction is surveyed. But what about “internal customers?” We use client service satisfaction surveys for outsiders, but what of those within? PHRST offers a concise, objective internal evaluation to clarify precisely where you stand. Respondents rate 20 factors for each unit in your organization. PHRST calculates summary statistics, outlines write-in comments, develops suggestions and gives an oral executive summary.



## Knowledge, Skill & Ability

PHRST’s analysis team is staffed by business-savvy human resource specialists and led by certified senior professionals in HR management. We combine an understanding of practices, organization needs and professional standards with technical expertise to deliver real-world solutions in a format which is easy to understand and immediately useful. Interaction with and analysis of hundreds of organizations enables us to furnish keen insight, best practices and practical suggestions to maximize internal interaction success.

## When, Where & For How Much

Project completion requires approximately 10 workdays. Depending on client need, our professionals work at client locations, designated sites, or PHRST offices. The basic service fee is \$4,000, comprising a \$3,000 initiation fee and a \$1,000 final charge. Expenses are documented and billed at-cost to clients. At an additional preferred client fee, guidance and service are available around the clock in person, via video, phone, by fax and Internet.

# About PHRST

## Strategic Human Resource Management

**PHRST** stands for **P**rofessional **H**uman **R**esource **S**ervice **T**eams. Our service model enables us to provide you with HR experts in all 7 areas of HR:

- Employment Practices
- Management Practices
- Health, Safety & Security
- Compensation & Benefits
- Employee & Labor Relations
- Human Resource Development
- Staffing/Recruitment Practices

**PHRST** works with clients on an a la carte basis across industries, around the world, for profit or not and regardless of organization size. We service public, private, and government entities, and we are effective at all organization levels. Our approach is client-centered, worksite interaction, where we provide user-friendly, practical approaches intended for prompt and effective implementation. We work 24/7 to meet client needs. Our value and success are built upon best practice insight, sound experience, education and hands-on know-how. Organizations count on **PHRST** for knowledge, skill, ability, ethics and integrity.