

Course No. 2071

HR Service Excellence, SLAs & KPI Management Training Course

HR OPERATIONS & SERVICE EXCELLENCE
HUMAN RESOURCES & TALENT MANAGEMENT

DURATION

5 Days

DELIVERY

Classroom



Course Overview

This comprehensive training course provides a strategic and practical framework for achieving excellence in HR service delivery through effective service management, Service Level Agreements (SLAs), and Key Performance Indicators (KPIs). It focuses on improving service quality, responsiveness, operational efficiency, and employee satisfaction while aligning HR services with organizational priorities.

Participants will explore how to establish clear HR service standards, define service expectations, develop effective SLAs, assign service ownership, and establish appropriate escalation mechanisms. The programme provides practical approaches for managing service performance across HR Operations, HR Shared Services, Employee Services, and other HR service functions.

The course also focuses on developing meaningful KPIs for measuring HR service performance, including response time, resolution time, service quality, request volumes, SLA compliance, productivity, and employee satisfaction. Participants will learn how to analyze performance data and translate findings into targeted service improvement initiatives.

Through practical exercises, case studies, service analysis, and workshops, participants will develop an integrated framework for HR service excellence, SLA management, and KPI governance that supports data-driven decision-making and continuous improvement.

Objectives

- By the end of the course, participants will be able to:
- Analyze the principles and dimensions of HR service excellence.
- Evaluate the quality and efficiency of existing HR service delivery.
- Define clear and measurable HR service standards.
- Develop effective Service Level Agreements for HR services.
- Establish service responsibilities and expectations between stakeholders.
- Design meaningful KPIs for monitoring HR service performance.
- Apply practical methods for measuring service quality and responsiveness.
- Analyze HR service performance and identify operational gaps.

- Align HR service KPIs with organizational objectives and priorities.
- Develop mechanisms for measuring employee satisfaction with HR services.
- Apply improvement actions based on SLA and KPI performance results.
- Develop an integrated framework for HR service performance management and continuous improvement.

Who Should Attend

This course is designed for HR Directors, HR Managers, HR Operations Managers, HR Shared Services Managers, HR Service Centre Managers, Employee Services Managers, HR Business Partners, and HR Operations Specialists.

It is also suitable for HR Performance Professionals, HR Analysts, Service Quality Specialists, HR Process Improvement Professionals, Employee Services Professionals, HR Reporting Specialists, and professionals responsible for HR service delivery and performance measurement.

The programme is particularly relevant for HR leaders, managers, and decision makers seeking to improve service standards, strengthen SLA governance, enhance employee experience, increase operational efficiency, and establish effective HR service performance measurement systems.

Learning Outcomes

- Upon successful completion of this course, participants will be able to:
- Assess the quality and maturity of HR service delivery.
- Define appropriate service standards for different HR services.
- Design clear, measurable, and practical Service Level Agreements.
- Establish relevant KPIs for HR service functions and processes.
- Develop measures for response time, resolution time, quality, and productivity.
- Monitor and evaluate compliance with Service Level Agreements.
- Analyze HR service performance data and identify trends and gaps.
- Measure employee satisfaction with HR services using appropriate methods.
- Develop HR service performance reports and dashboards.

- Identify root causes of service delays and performance issues.
- Develop targeted improvement plans based on SLA and KPI results.
- Build a governance framework for ongoing HR service performance and continuous improvement.

Course Outline

DAY 01

HR Service Excellence & Service Quality Management

- Fundamentals of HR service excellence
- The role of HR service delivery in organizational performance
- Principles of high-quality HR services
- Understanding employee and stakeholder expectations
- HR service delivery models
- Service quality standards and requirements
- Service ownership and accountability
- Identifying HR service delivery gaps

PRACTICAL APPLICATION

Assessing HR service excellence maturity

DAY 02

Service Level Agreements & Service Standards

- Fundamentals of Service Level Agreements
- Purpose and value of SLAs in HR
- Defining HR services and service scope
- Establishing service standards and targets
- Response, processing, and resolution times
- Service responsibilities and ownership
- Escalation and exception management
- SLA monitoring and review mechanisms

DAY 02 — CONTINUED

WORKSHOP

Developing an HR Service Level Agreement

DAY 03

KPI Design & HR Service Performance Management

- Principles of effective KPI design
- HR service efficiency indicators
- Service quality and accuracy indicators
- Response and resolution performance
- Request volumes and closure rates
- Employee satisfaction indicators
- Productivity and resource utilization measures
- Aligning HR KPIs with organizational objectives
- Avoiding ineffective or misleading performance measures

PRACTICAL APPLICATION

Building an HR service KPI framework

DAY 04

Performance Analysis, Reporting & Service Dashboards

- HR service performance data collection
- KPI analysis and performance trends
- Identifying operational gaps and performance deviations
- Root cause analysis of service performance issues
- SLA compliance reporting
- HR service performance reports
- Designing HR service dashboards
- Converting performance data into improvement actions

DAY 04 — CONTINUED

WORKSHOP

Developing an HR Service Performance Dashboard

DAY 05**Governance, Continuous Improvement & Service Excellence**

- HR service governance frameworks
- SLA governance and performance reviews
- Evaluating HR service provider performance
- Managing service performance gaps
- Employee experience and service quality improvement
- Benchmarking HR service performance
- Linking KPIs with continuous improvement
- Management reporting and performance reviews
- Developing an HR service improvement roadmap
- Final Integrated Workshop: Developing a comprehensive HR Service Excellence, SLA and KPI Management framework for organizational implementation.

Register or Request More Information

Course page: <https://quest-training.com/courses/hr-service-excellence-slas-kpi-management-training-course>

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