

Case Study: Assessment Costs Decline With Improved Hiring

The adjacent graph clearly shows what happens to assessment usage over time, in a properly applied strategic hiring situation.

The client is a commercial janitorial service which focuses on banks and other commercial buildings, and which has been using the Step One Survey as a prescreen instrument for nearly a year and one-half.

While, over that time, their staffing level has increased by about 4%, the number of assessments required to screen new hires has dropped by 67%, as reduced turnover has also reduced the number of interviews and hires necessary to maintain their staffing levels.

The client's unsolicited comments attest to some of the other, positive effects of their program. As always, we appreciate their willingness to share.

"Thanks to you and Michele for all your help in our hiring process. It has made a tremendous difference in quality, reliability, and customer satisfaction. We have received numerous comments from customers regarding the quality of individuals we hire for their sites. Thanks again."

Jim McMillan, Germyn's Janitorial

