Human resource management —
Workforce productivity metrics cluster

Management des ressources humaines — Indicateurs de mesure de la
productivité de la main-d’œuvre
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Foreword

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The procedures used to develop this document and those intended for its further maintenance are described in the ISO/IEC Directives, Part 1. In particular, the different approval criteria needed for the different types of ISO documents should be noted. This document was drafted in accordance with the editorial rules of the ISO/IEC Directives, Part 2 (see www.iso.org/directives).

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This document was prepared by Technical Committee ISO/TC 260, Human resource management.

Any feedback or questions on this document should be directed to the user’s national standards body. A complete listing of these bodies can be found at www.iso.org/members.html.
Introduction

ISO 30414 highlights guidelines on the following core human capital reporting areas or “clusters”:

- compliance and ethics;
- costs;
- diversity;
- leadership;
- organizational culture;
- organizational health, safety and well-being;
- productivity;
- recruitment, mobility and turnover;
- skills and capabilities;
- succession planning;
- workforce availability.

ISO 30414:2018, 4.7.8, describes productivity in organizations.

The following metrics are included in this document:

a) earnings before interest and taxes (EBIT), revenue, turnover, profit per employee
   - for-profit organizations;
   - non-government organizations (NGOs).

b) human capital return on investment (RoI).

This document describes the following components for each of the above metrics:

- description;
- purpose;
- formula;
- how to use;
- intended user(s);
- contextual factors;
- predictive factors.

It is recognized that employees, as well as workforce representatives, work councils and labour union representatives, where they exist, can be consulted on issues of productivity and its measurement.