



Service Level Agreements

Do Service Level Agreements (SLA's) really work in the recruitment industry?

As an employer, do you get the best out of SLA's?

As an employer with a recruitment SLA in place, do you know if you are getting the best service from the supplier? Or is it just lip service?

In recent times there has been a preponderance of SLA RFP's issued to the market for recruitment services. Employers see these as a means of:

- Reducing the number of agencies they have to deal with
- Keeping recruitment costs down

In reality what often happens is:

- Agencies find a way of circumventing the SLA once it is in place
- SLA providers will often not provide the service or promote the best candidates as they can be marketed elsewhere at a more attractive rate.

The affect?

- Disgruntled hiring managers because services are not supplied at a consistent level
- Employers and hiring managers resorting to the wider market anyway to meet their recruitment needs.
- Employers not getting the best candidates to choose from.

The result?

FRUSTRATION ALL ROUND

How can this be fixed?

It is clear that some SLA's do work and work well, however the majority – although they function – aren't as good as they could be. The fix is quite easy – SCRAP THEM!

To ensure Company's and Government Departments get the best resources, they should open up their recruitment services to competition.

Allowing agencies to compete with each other at the search level is seen as the most effective way of securing the best resource available at that time. Employers should stipulate the terms and conditions under which recruitment companies can work with them. These conditions could include but not be limited to:

- A stipulation of no more than 2 CV's per agency
- Minimum guarantee period
- Fee to be paid (to be reasonable or no work would be done)
- Reference requirements
- Job briefing processes
- Setting call or visit cycles

These conditions must be agreed by the agency before work can commence.

With an even playing field the COMPETITION WILL BEGIN. It won't take long to determine where the quality service comes from. There may be more CV's received overall but they should be well qualified allowing hiring managers to progress with recruitment in confidence.

If you have any comments please feel free to let me know on mike@heliumnz.co.nz