



## SHAH PROMOTERS AND DEVELOPERS

### Process Definition Document

### TITLE - Personal Staffing Process

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Issue No.	00
Revision No.	01
Date	01.01.2016

### Personal Staffing process

#### 1. Introduction

This document defines the Personal staffing process in detail. This Business Process Document has been developed for use Personnel Staffing efforts. Personnel staffing has been identified as a key area of improvement by the executive leadership. This process will allow Shah Promoters and Developers to more effectively identify and fill its staffing needs by implementing a repeatable and standardized personnel staffing process with participation from each division.

#### 2. REVISION AND APPROVAL

Rev.	Date	Nature of Changes	Approved By
Rev Number 1	01.01.2016	Original issue.	Vinay Shah

<b>Process Purpose:</b>	The purpose of the Personnel Staffing Process is to improve Shah Promoters and Developers ability to swiftly and efficiently identify and fill personnel staffing requirements by implementing a standardized organizational process with participation from each division.
<b>Process Scope:</b>	This process pertains only to internal staffing requirements. External requirements, such as contract support, are outside the scope of this process.
<b>Process Input:</b>	The process input for the Personnel Staffing Process is the operational division's identification of an internal staffing need. Once this input is identified, the Personnel Staffing Process will be initiated.
<b>Process Boundaries:</b>	The activities immediately following the process input and immediately preceding the process output define the boundaries for the Personnel Staffing Process. Therefore, the Shah Promoters and Developers Personnel



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	Staffing Process starting boundary is defined by Human Resources requesting a detailed job description and required skill sets from the operational division. The process's ending boundary is defined by Human Resources receiving an official job acceptance from a qualified candidate.
<b>Process Flow:</b>	<ol style="list-style-type: none"> <li>1. Shah Promotors and Developers operational division identifies a staffing need and notifies Human Resources (input)</li> <li>2. Human Resources provides the operational division with a data sheet soliciting a detailed job description and a list of key skill sets needed by potential applicants</li> <li>3. Human Resources receives completed data sheet and acquires approval through executive staff to solicit for candidates to fill the staffing need</li> <li>4. Human Resources posts the solicitation on existing job boards and Shah Promotors and Developers web site with detailed job description, skill sets, and application deadline date</li> <li>5. Upon application deadline date, Human Resources compiles list of applications and forwards to operational division for screening</li> <li>6. Operational division screens qualified applicants and provides Human Resources with names of applicants for initial interviews</li> <li>7. Human Resources schedules interviews with candidates and operational division</li> <li>8. Upon completion of initial interviews, operational division notifies Human Resources of names of candidates for second interviews</li> <li>9. Human Resources Division schedules second interview with candidates and operational division</li> <li>10. Following second interviews the operational division notifies Human Resources of its selection.</li> <li>11. Human Resources notifies the selected candidate and sends the candidate an offer letter</li> <li>12. Human Resources receives the candidate's signed offer letter</li> <li>13. Human Resources initiates the creation of a new personnel folder for the candidate and schedules a start date (output)</li> <li>14. Personnel Staffing Process ends and new employee is handed off to New Employee Onboarding Process</li> </ol>
<b>Process Output:</b>	The output for this process is a newly hired and qualified employee to fill organizational needs in the requesting operational division
<b>Exceptions to Normal</b>	<ol style="list-style-type: none"> <li>1. In steps 8-10, if no interviewed candidates are deemed qualified, then</li> </ol>



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<p><b>Process Flow:</b></p>	<p>the job description and key skill sets will be re-written by the operational division, re-submitted to Human Resources, and the Personnel Staffing Process will begin again</p> <ol style="list-style-type: none"> <li>In step 11, if candidate does not sign and return the offer letter, a successful alternate candidate will be notified and made an offer</li> </ol>
<p><b>Control Points and Measurements:</b></p>	<ol style="list-style-type: none"> <li>A control point and measurement is established in step 6 of the process flow. The process owner will continuously measure the number of qualified applicants responding to staffing solicitations. If these numbers are low or there are a large number of applicants who are not qualified, then steps will need to be taken to improve the quality and detail of the solicitation to include: more specific list of required skill sets, more specific detail of required qualifications, more specific detail of beneficial qualifications and skill sets.</li> <li>A control point and measurement is established in step 12 of the process flow. If significant numbers of candidates receiving offer letters do not accept the offer, steps will need to be taken to determine why the offer was not accepted to include: a review of benefits package offered, a review of salary offered, a review of first and second interviews of the candidate.</li> </ol>

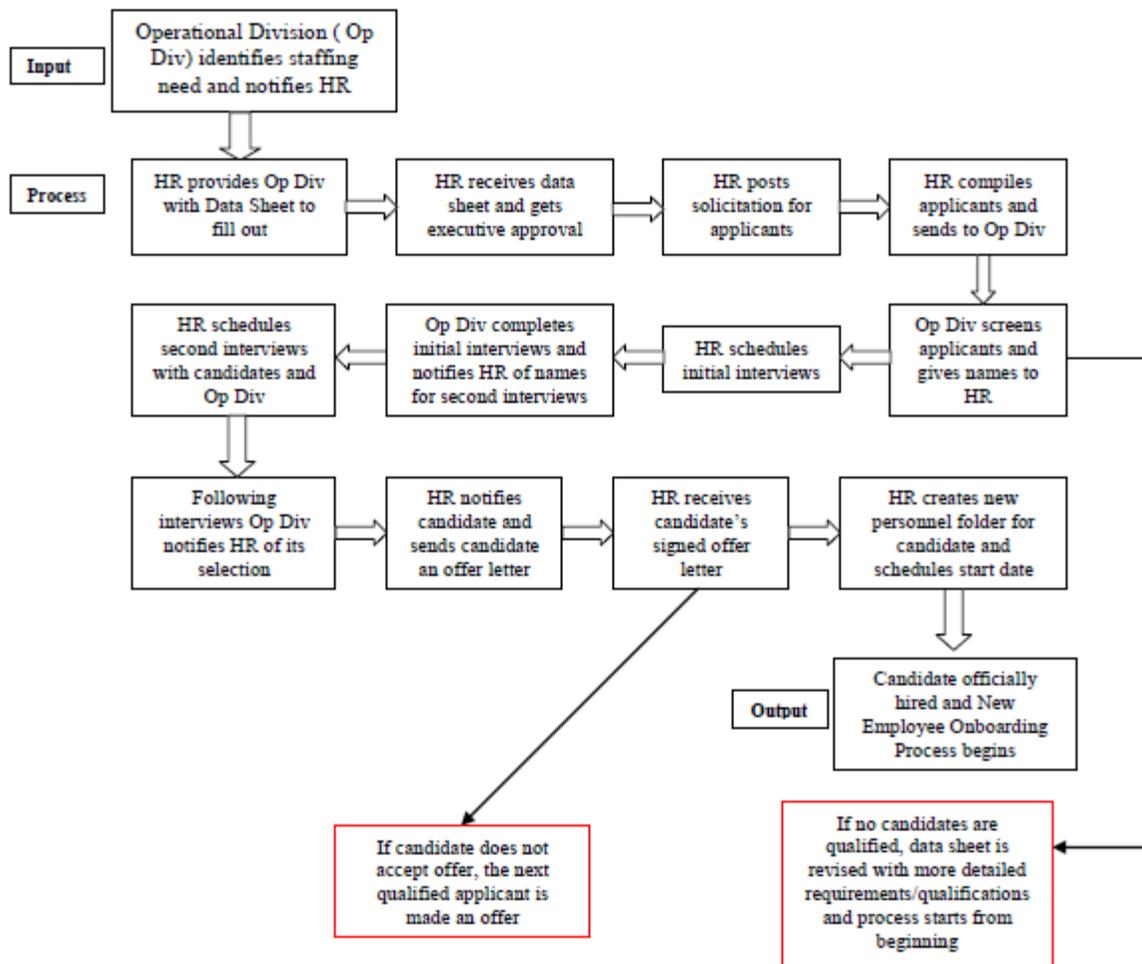


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### 3. PROCESS OBJECTIVES AND METRICS

- 3.1. Process objectives for this process are defined in records of management review; see the documented procedure **[Management Review Proc. Title]**.
- 3.2. In addition, each objective has at least one metric (or KPI) with which management can measure the effectiveness of the process. These are also defined in records of management review.

### 4. PROCESS OWNERS AND RESPONSIBLE PARTIES

- 4.1. The owner of this process is the HOD of HR department



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**5. RELATED RISKS**

5.1. The following risks are identified related to this process.

5.2. Management may elect to conduct a formal risk assessment for any of these risks; the preferred method of risk assessment is indicated herein.

Risk	Likelihood	Severity	Assessment Method (if applicable)	Mitigation
Hiring unsuitable or unsafe candidates	Medium	High	Job interview/ Document verification	Probation period, complete screening of potential candidates, background checking