

WorkKeys ROI Study

In order to calculate ROI of your WorkKeys program, we will need to determine both costs and benefits. Below are some suggestions of possible data sources for these, as well as a description of a comparison group, from which outcome data would also be useful.

Possible WorkKeys Benefit Data Sources:

Any data an organization collects to measure efficiency are useful indicators of the effectiveness of WorkKeys. Some possible outcomes are:

1. Completion Rates: *Percent of staff enrolled in training who complete training.*
2. Training Dollars: *Average amount of training dollars spent per employee*
3. Employee Performance Rating: *Average performance rating per year. Please describe indicators.*
4. Retention: *Average time in job (days) or number of new hires retained.*
5. Corrective Actions: *Average number of disciplinary/corrective actions per year.*
6. Safety violations: *Average number of safety violations for per year*
7. Quality indicators and/or error rates: *Average number of products passing inspection off the line per year or average error rate per year*
8. Promotion-Length: *Average length of time to promotion*
9. Promotions-Number: *Average number of promotions*
10. Other Tests: *Average test results on tests administered to both the comparison and Intervention groups in each job (specify test)*
11. Hiring Costs: *Average time it takes to fill a position (e.g. number of job applicants, number selected for interviews, hours spent interviewing, number hired)*

Possible WorkKeys Cost Data Sources:

In order to calculate ROI, we will need to be able to determine the costs of WorkKeys to the organization. Cost data may include:

1. Compensation (recurring): *Average wage for job (include costs of benefits).*
2. Test Costs (recurring): *Test fees, average time for administrator to schedule tests, average administrator wage/salary*
3. Lost Time (recurring): *Average time off the job to take tests (hrs)*
4. Development Costs (one time): *Costs to establish WorkKeys system in the organization*

Comparison Group:

Comparison Group(s) are group(s) in the organization with the same/similar job title that do not use WorkKeys and for which the same outcome data is available. For example, if WorkKeys is used to hire/promote welders in one department but not in another, then both groups of welders could be compared to see if they have the same turnover rates. If two groups do not exist, we could also use data from the same group before and after use of WorkKeys begins.