

absenteeism

employee absences, on an average day, without sick leave or leave approved in advance

balanced scorecard
benchmarking

used for measuring whether the activities of a business are meeting its objectives established in the strategic plan; it benchmarks key performance variables with targets aligned with the strategic plan

benchmarking

a process in which indicators are used to compare business performance between internal sections of a business or between businesses

best practice
benchmarking

comparing performance levels with those of another best practice business in specific areas using a structured process to gain skills and knowledge and to modify organisational processes

corporate
(business/workplace)
culture

the values, ideas, expectations and beliefs share by members of business

human resource audit

a diagnostic tool used to evaluate HR policies and practices in order to identify problems and develop solutions in an attempt to rectify problems

indicators

performance measures that are used to evaluate organisational or individual effectiveness

informal benchmarking

any strategies such as networking through informal discussions with colleagues in other businesses, undertaking visits to other business, researching best practice online and attending conferences

performance benchmarking

comparing the performance levels of a process/activity with other businesses

staff turnover

separation of employees from an employer, both voluntary and involuntary, through dismissal or retrenchment; it is often shown as a percentage of total staff numbers