

## Services We Provide: flexBP

*FlexBP (Flexible Business Partner)*

Z Talent Solutions' flexBP is an HR solution catered for SMEs that want to achieve the following:

- Save costs by having the HR team in-house
- Save time and money to hire, train, and retain the HR team by having it in-house
- Accelerate growth by aligning HR plans and strategies to organisational goal
- Be the benchmark in terms of HR practices that other companies want to follow and talents want to join
- Remain flexible by outsourcing the HR functions and cancel it any time when they don't need it
- Develop strong strategies, governance, and supporting framework to attract, develop, and retain the talents to support organisational growth

It is a solution for business owners who want to do it fast, strong, and steady by tapping into the resources and expertise of a HR team that is normally affordable only to large corporations as it involves multiple areas of practice in legal, marketing, management, leadership, and of course, HR.

HR Process We Cover	Description
<b>Strategies and planning</b>	
<b>Yearly HR initiative project with top management</b>	Strategic plan to address specific goal or challenge within the company, aiming to improve certain aspect of workforce management or HR operations by aligning with company's goal and direction
<b>HR and manpower planning</b>	<ul style="list-style-type: none"> <li>• Analysis of organizational goals</li> <li>• Workforce analysis:               <ul style="list-style-type: none"> <li>○ Assess the current workforce's skills and competencies to identify the strength, weakness, and gap</li> </ul> </li> <li>• Forecast future HR needs and develop strategies to close the gap</li> <li>• Annual HR budget</li> </ul>
<b>Recruitment and Selection</b>	
<b>Talent acquisition</b>	<ul style="list-style-type: none"> <li>• Vendor management</li> <li>• Employer branding</li> <li>• Creation and management of company profile on different job boards and websites</li> <li>• Job posting and management</li> </ul>

	<ul style="list-style-type: none"> <li>• Managing talent pipeline</li> <li>• Market benchmarking</li> <li>• All other recruitment activities below using your employer branding: <ul style="list-style-type: none"> <li>○ Candidate sourcing, screening, and interview (first round)</li> <li>○ Attending job fair</li> <li>○ Candidate shortlisting and presentation</li> <li>○ Interview coordination</li> <li>○ Job offer and negotiation</li> <li>○ Signing of offer letter</li> <li>○ Assessment centre customization and support</li> <li>○ Candidate reference check</li> </ul> </li> </ul>
<b>Talent Management</b>	
<b>Employee development</b>	<ul style="list-style-type: none"> <li>• Strategy on target &amp; KPI setting</li> <li>• Performance management and evaluation</li> <li>• Performance improvement plan setup to help under-performing employee to improve</li> <li>• Work with employees to understand their career aspirations</li> <li>• Identify areas for growth/weakness and plan opportunities/programs</li> <li>• Regular review and refine the process so it is aligned with c4hanging organizational needs and goals</li> </ul>
<b>Retention</b>	<ul style="list-style-type: none"> <li>• Regular check-ins with employees to identify any potential problem</li> <li>• Create and manage career progression paths to support individual growth</li> <li>• Recognition and awards programs</li> <li>• Develop individual development plans</li> <li>• Leadership and management strategy consultation</li> <li>• Strategy on employee engagement</li> </ul>
<b>Succession planning</b>	<ul style="list-style-type: none"> <li>• Identify hot job holders (very important job holder in the company)</li> <li>• Undergo annual talent review</li> <li>• Annual successor review to prepare successors for the position</li> </ul>
<b>Compliance</b>	
<b>HR Operations</b>	<ul style="list-style-type: none"> <li>• Update company's existing handbook, SOPs, and policies</li> <li>• Paperwork and formalities, including employment documents, benefits enrollment</li> <li>• Internal HR process review and updates (policies, procedures, benefits)</li> <li>• Payroll processing</li> <li>• Leaves management</li> <li>• Benefits administration</li> </ul>

	<ul style="list-style-type: none"> <li>• Other required documentation and compliance matters as employees onboard, joins, and departs (Employment contract drafting and exit interview form)</li> <li>• Exit procedure (offboarding) <ul style="list-style-type: none"> <li>○ Exit interview to gather feedback about the employee's experience. This helps to provide insights into culture, operational efficiency, and areas for improvement</li> <li>○ Make updates to HR systems and organization charts</li> <li>○ Documentation, final paperwork, and payroll processing</li> </ul> </li> </ul>
<b>Onboarding and offboarding</b>	<ul style="list-style-type: none"> <li>• Comprehensive orientation session including introduction to company culture, role clarification, job-specific training, mentoring and support program</li> <li>• Basic training on essential processes and systems</li> <li>• IT and equipment setup, workplace tour</li> <li>• Revoke access to company's property</li> </ul>
<b>On-Call HR</b>	<ul style="list-style-type: none"> <li>• Confidential communications with employees</li> <li>• Support existing junior HR staff</li> <li>• Employee assistance with compensation &amp; benefits</li> </ul>
<b>Employee relations</b>	<ul style="list-style-type: none"> <li>• Disciplinary management (major and minor misconduct)</li> <li>• Performance management (Performance Improvement Plan)</li> <li>• Grievance management</li> <li>• Investigation</li> </ul>
<b>Liaison</b>	<ul style="list-style-type: none"> <li>• Relationship and expectation management</li> <li>• Acting as first point of contact among all internal parties regarding HR-related matters</li> <li>• Dealing with authority</li> </ul>
<b>Other services (as and when basis)</b>	
<b>Organisational development OR Organisational audit</b>	<ul style="list-style-type: none"> <li>• Organisational design and refine: <ul style="list-style-type: none"> <li>○ Process of shaping the hierarchy, layout of departments/teams and roles to align with business strategy, goals, and culture</li> <li>○ Create, refine, and update the framework to define how the company operates and how different teams, units and positions interrelate</li> <li>○ Establish efficient communication channels and decision-making process to ensure information flows smoothly across the company. Involve formal and informal reporting lines</li> </ul> </li> <li>• Policies and SOP development</li> </ul>

	<ul style="list-style-type: none"> <li>• Employment contract drafting or review</li> <li>• JD development</li> <li>• Performance management system</li> <li>• Talent management system</li> <li>• HR Operations: <ul style="list-style-type: none"> <li>○ HR systems setup</li> <li>○ Compliance setup (EPF, SOCSO, SIP, LHDN)</li> <li>○ Personnel filing</li> </ul> </li> </ul>
<b>Recruitment</b>	<ul style="list-style-type: none"> <li>• Placement</li> <li>• Assessment centre customization and support</li> <li>• Candidate reference check</li> </ul>
<b>In-house training</b>	<ul style="list-style-type: none"> <li>• Design and creation of programs, including orientation, onboarding training, SOP training, and etc.</li> <li>• Leadership training</li> <li>• Communication skills</li> <li>• Any other corporate skills (hard and soft) training</li> </ul>
<b>Job re-design and re-scoping</b>	<ul style="list-style-type: none"> <li>• Clearly define roles and responsibilities for each department, team, and individuals</li> <li>• Create accurate JD and job specification for the purpose of recruitment, performance evaluation, and succession planning</li> </ul>

## Why You Need Good HR

The reason why a good HR is important because they help you to manage your talent that grow your business and help you stand out from your competitors.

According to McKinsey (2021), a company with good HR will have 3.5 times higher revenue growth and 2.1 times higher profit margin than their peers who do not have one.

A company with ambitious growing plan or aims to be the best need to have good HR who acts like a business advisor instead of administrative personnel who takes order from the management, and they would help to do:

- **Talent Acquisition and Retention**

By recruiting individuals whose skills, values, and goals align with those of the company, HR sets the foundation for a strong workforce and ensures operations and projects can run smoothly. Moreover, effective retention strategies help reduce turnover costs and maintain a stable, experienced team. Don't overlook the hidden cost of replacing an employee.

According to Boushey et al. (2012), employer will have to pay 16% to 213% of lost employee's salary to look for replacement.

- **Employee Development and Training**

HR is responsible for identifying training needs and implementing development programs. This ensures employees have the necessary skills and knowledge to perform effectively and adapt to changing business needs, which is vital for growth and adapting to changing business climate. More importantly, development programs are essential to identification and

management of successor, which reduce the dependence of a company, especially SME on certain key people only.

- **Performance Management**

HR develops performance management systems that align employee goals with the company's objectives. Regular performance evaluations, feedback, and appropriate reward systems boost employee productivity and engagement, directly impacting business performance. This also helps your company to ensure only high performers stay in the company.

- **Creating a Positive Work Culture**

HR fosters a positive work culture that can improve employee morale, reduce absenteeism and turnover, and increase productivity. A strong culture also enhances the company's image, making it more attractive to potential employees and customers.

- **Strategic Workforce Planning**

HR plays a strategic role in workforce planning, ensuring the right number of people with the right skills are in place to meet current and future business demands. This involves understanding business strategies and forecasting future hiring needs.

- **Ensuring Legal Compliance**

Compliance with labor laws and regulations is essential to avoid costly fines and legal issues. HR ensures the company adheres to these laws, which also helps in maintaining a fair and ethical work environment, as well as protecting the reputation of the company. This is particularly important if you're planning to grow and list your company in the future.

- **Cost Management**

Efficient HR management helps in optimizing labor costs, which are often the largest expense in businesses. This includes managing salaries, benefits, and other compensation in a way that is competitive yet sustainable.

- **Employee Engagement and Satisfaction**

HR initiatives aimed at increasing employee engagement and satisfaction can lead to a more dedicated and productive workforce. Engaged employees are more likely to go above and beyond their job requirements, driving growth.

- **Change Management**

HR plays a critical role in managing organizational change, whether it's through mergers, acquisitions, restructurings, or other transformations. Effective change management is essential for maintaining stability and performance during transitions.

## Statistics about HR



Today's workforce is more diverse, with a range of generations, cultures, and lifestyles as compared to before. Modern employees also have higher expectations regarding development, culture, and leadership, hence shifting the focus of HR from transactional to strategic and making HR's role more important than ever as a strategic business partner to manage and develop the employees to align with the company's long-term goal.

Not only that, HR would also need to integrate technology effectively into the workplace, navigate the complexities in labour laws, and adapt to rapidly changing business landscape with the leaders. This is why investing in a team of capable HR is becoming a necessity for businesses that want to lead the market no matter in job market or in the national and global market for the products and services offered.

Sources:

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