

United States of America



Working for America

KEY METRICS

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The Strategic Management of Human Capital initiative requires each agency to establish a system for collecting and analyzing data on the hiring process and to make significant improvements in hiring skilled applicants.

OPM has chosen a set of key metrics to assess the effectiveness and efficiency of the processes that agencies are utilizing to ensure that they attract the strongest performers and the right mix of talent to sustain each Federal agency mission.

This document outlines key metrics and suggested metrics. The key metrics focus on assessing how well agencies are doing in hiring skilled applicants in accordance with the OPM 45-day models. Suggested metrics provide additional measures that agencies may use to assess and improve their hiring processes.

<p>Average # Days to Hire</p>	<ul style="list-style-type: none"> • Average # days to hire GS/non-SES employees based on OPM 45-day Non-SES Hiring Model • Average # days to hire SES employees based on OPM 45-day SES Hiring Model • Average # days to hire employees for mission-critical occupations based on OPM 45-day Non-SES Hiring Model
<p>Average # of Hires Made</p>	<ul style="list-style-type: none"> • # of hires made within OPM 45-day Non-SES Hiring Model • # of SES hires made within OPM 45-day SES Hiring Model • # of hires made in mission-critical occupations made within OPM 45-day Non-SES Hiring Model

SUGGESTED METRICS

- **Applicants Per Recruiting Source**
% of applications by source
- **High quality candidate ratio**
candidates rated high quality compared to total # of qualified candidates
- **Manager Satisfaction**
% of authorized positions filled
% managers satisfied with hiring process
% managers satisfied with quality of candidates
- **Offer Acceptance Rate**
% job offers accepted
- **Staffing Level**
% authorized positions filled
- **Retention Level**
employees retained compared to # hired
- **Returned Certificate Rate**
% certificates returned unused to HR
- **Vacancy Rate**
vacant positions
days positions are vacant
% unfilled positions



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