

SHRLOE HR Metrics Workshop Agenda and Recommended Readings

Agenda

| | | | |
|------|--------------------------------|-----------------|--------------------|
| I. | Welcome and Intro | Dan Gruber | dag58@cornell.edu |
| II. | Sears – Service, Value Profit | Laura Chulak | lac53@cornell.edu |
| III. | Behavioral Costing | Anne Ensminger | ae58@cornell.edu |
| IV. | Balanced Scorecard | Shane Stennes | sas234@cornell.edu |
| V. | HCBRRidge™ Model | Carolyn Parnell | cjp39@cornell.edu |
| VI. | HR Metrics at Sun Microsystems | Chad Peshak | ccp6@cornell.edu |
| VII. | Q & A / Final Thoughts | | |

Books

Cascio, W. F. (2000). Costing Human Resources (4th ed.) South-Western.

Fitz-Enz, Jac & Davidson, Barbara. (2002). How to Measure Human Resource Management. (3rd ed.) New York: McGraw Hill

Becker, B., Huselid, M. & Ulrich, D. (2001). The HR Scorecard. Boston, MA: Harvard Business School Press.

Flamholtz, E.G. (1999). Human Resource Accounting (3rd ed.). Boston, MA: Kluwer.

Articles

Boudreau, J.W. & Ramstad, P.M. (2002). From "professional business partner" to "strategic talent leader": "What's next" for human resource management. CAHRS Working Paper #02-10

Brian Becker and Mark Huselid (1998). High performance work systems and firm performance: A synthesis of research and managerial implications. Research in personnel and human resources management. Vol. 16. Greenwich, CT: Jai Press. Pp. 53-101

Kaplan, Robert S. & Norton, David P. (1996). Linking the balanced scorecard to strategy, California Management Review Fall, Vol. 39, No. 1 Pg. 53-79.

Rucci, A.J., Kirn, S.P. & Quinn, R.T. (1998). The employee-customer-profit chain at Sears. Harvard Business Review, January-February, 1998, pp. 83-97

Boudreau, J.W. & Ramstad, P.M. (in press). Strategic HRM measurement in the 21st century: From justifying HR to strategic talent leadership. In HRM in the 21st Century, Marshall Goldsmith, Robert P. Gandossy & Marc S. Efron (eds.). New York: John Wiley CAHRS WP#02-15

Lev, B., & Zarowin, P. (1999). The boundaries of financial reporting and how to extend them. Journal of Accounting Research, 37 (2), 353-383.

Boswell, W.R., & Boudreau, J.W. (2001). How leading companies create, measure, and achieve strategic results through "line of sight." Management Decision, 39, 851-859

John Boudreau and Peter Ramstad (2001). "Beyond Cost-per-Hire and Time to Fill: Supply-Chain Measurement for Staffing" CAHRS working paper #01-16.

Web resources

<https://www.clcmetrics.com>

<http://www.pwcservices.com/saratoga-institute/default.htm>

<http://www.drjac.com/>

<http://www.bscol.com/>

<http://www.watsonwyatt.com/services/hcs/>

<http://www.rso.cornell.edu/shrloe/>

<http://www.drjohnsullivan.com/index.htm>

<http://www.ilr.cornell.edu/depts/cahrs/WPapers.html>

(Corporate Leadership Council Website)

(Saratoga Institute)

(Dr. Jac Fitz-Enz, HR Measurement guru)

(Balanced Scorecard website)

(HR consulting website)

(presentation, symposium and event info)

(HR guru's website)

(CAHRS working papers)