

Nomination: 20404

L03 - Award for Most Innovative HR Department/Team of the Year (Other Service Industries)

Page: General Information
Name of Organization / Company
Sourcefit
Logo
Download File (https://asiastevieawards.secure-platform.com/file/31696/eyJ0eXAiOiJKV1QiLCJhbGciOiJIUzI1NiJ9.eyJtZWRpYUIkIjozMjTY5NiwWxsb3dOb3RTaWduZWRVcmwiOiJGYWxzZSIImlnbm) Sourcefit%20Logo%20Colored%20PNG.png)
Web Site Address
www.sourcefit.com (http://www.sourcefit.com)
Page: Entry Information
Entry Title
L03 - Award for Most Innovative HR Department/Team of the Year (Other Service Industries)
Category
L01 - L03 - Award for Innovation in Human Resources > L03. Award for Most Innovative HR Department / Team of the Year > Other Service Industries
Submission Format
An Essay of up to 625 Words
Essay
Revolutionizing Learning and Development at Sourcefit Executive Summary: Sourcefit's innovative approach to Learning and Development (L&D) focuses on empowering employees and exceeding client expectations. With custom-built tools, comprehensive onboarding programs, and strategic client engagement, our initiatives have transformed the employee journey and strengthened partnerships with clients across industries. In 2023, Sourcefit's L&D efforts addressed high attrition rates, skill gaps, and client-specific needs while achieving measurable success. Key Initiatives and Innovations: Transformational Development Map: Launched in 2021, the map set the foundation for organizational learning, aligning employee development with business goals.By 2023, this evolved into a client-first strategy with custom training solutions, personalized onboarding, and skill development programs, resulting in an 84% participation rate. Targeted Onboarding Programs: Introduced four specialized tracks: Customer Service Academy, Communications Academy, Sales Academy, and Healthcare Academy. Enhanced support during the first 90 days with proactive monitoring, resulting in higher quality scores and a 20% reduction in performance-based attrition. AIM Strengths Assessment: Proprietary tool saving \$203,300 by replacing external solutions. Provided personalized strengths reports for over 1,014 employees, improving team productivity and quality scores by 2%.Supported leaders with strategies to maximize team efficiency based on AIM reports. Quality Assurance (QA) Tools: Developed custom QA forms and dashboards for real-time performance monitoring. Clients saved \$12.9 million annually by using these tools. Achieved a 95% average endorsement rate from nesting to operations and reduced Quality Variance to 6.2%. Enhanced Client Engagement: Designed Training and Quality Value Proposition Decks and conducted Training Needs Analyses to address skill gaps effectively. Introduced Learning and Quality Consultants for personalized client partnerships, boosting training participation rates. Impact Metrics: Increased participation in L&D initiatives to 84% by the end of 2023.Reduced attrition rates from 69% to 10% for new Customer Service accounts through targeted programs. Accelerated speed to proficiency for new hires, meeting operational targets within 90 days. Recognition and Feedback: Silver Award Winner for Excellence in Learning and Development (HR Excellence Awards Philippines 2023) and Gold Award in 2024.Positive testimonials from clients and employees, highlighting professionalism, relevance, and impact.
For this category please provide
An essay of up to 625 words describing the nominee's innovative achievements in human resources since July 1 2022, OR a video of up to five (5) minutes in length illustrating the same. Optional (but highly recommended), a collection of supporting files and web addresses that you may upload to our server to support your entry and provide more background information to the judges.

Do You Have Supporting Files You Would Like to Upload?

Yes

Audio (Mp3), Documents (PDFs, Word, PowerPoints), Images (PNG, JPG, TIF), and Video (Mp4)
200 MB Max per File

File 1

[REDACTED]

File 2

No File Uploaded

File 3

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File 4

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File 5

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File 6

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File 9

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File 10

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Do You Have Website URLs you would like to link to

Yes

URL 1

[REDACTED]

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URL 3

URL 4

URL 5

URL 6

URL 7

URL 8

URL 9

URL 10

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Terms and Conditions

I Agree