Nomination: 8411

Excellence in Data

Page: General Information

Provide information about the company to be considered for the award. If you will be nominating an individual, specify the nominee's employer.

Name of Organization/Company

DHL Global Forwarding, Freight

Additional Contacts

I would also like to have others receive emails about the disposition of our entries.

Page: Entry Information

Entry Title

Excellence in Data

Category

B01 - B64 Achievement > B53 - Best Use of People Analytics

Achievement Submission Format

Written Answers

a. Briefly describe the nominated organization: its history and past performance (up to 200 words). Required

The Freight Forwarding experts since 1815. DHL Global Forwarding, Freight (DGFF) is part of DHL Group with more than 47,000 Freight Forwarding Experts in more than 101 countries around the world. Our air, ocean and overland freight forwarding services include standardized transport as well as multimodal and sector-specific solutions, together with individualized industrial projects.

Being the Employer of Choice allows well-being to be at our core. Employee Engagement at DGFF looks into the way employees feel passionate about their jobs and are committed to the organization. Employee engagement includes recognition, appreciation, well-being, Diversity & Inclusion, volunteering and feedback.

Our Culture at DGFF is driven by our values: Passion, Entrepreneurship, Excellence and Teamwork. These guide how we work together with our colleagues, Customers and business partners on a daily basis.

We have come a long way as organization: In 2014 we went through a hard time in terms of financial performance, and we lost the focus on our employees. Since then, we have developed programs and initiatives focused on creating a strong culture and common values which took our Employee Opinion Survey results on Employee Engagement from 70% in 2014 to 87% in 2023.

b. Outline the team's or organization's achievements since the beginning of 2022 that you wish to bring to the judges' attention (up to 250 words). Required

"Getting operational metrics is always easy but getting metrics related to the people who are at the heart of our operations has always been a challenge". – Vini Kolathur, Center Head GSC Chennai.

As an organization, we can only add value through the quality of service delivered by our people, so ensuring that we have the right people at the right time and can grow and retain them is critical to our business success. The solution – A comprehensive "Employee Insights" Dashboard which empowers management and HR with a single source of truth and a transparent view of critical employee related metrics; fostering trust, data-driven discussions, and collaboration on the Employer of Choice people agenda. The dashboards are customized to the HR & business priorities providing insights for conversations that help in driving=impactful initiatives for both the short and long term.

4 dashboards cover:

Employee Insights Dashboard : A high level macro view of 36 key KPI's aligned to the 2024 HR & Employer of Choice priorities.

GSC Attrition: Visibility to the attrition trends; including predictive analytics and risk recommendations to proactively mitigate risk of losing key talent.

GSC Talent Acquisition: End-to-End (E2E) visibility into the talent acquisition process, enabling leaders to align workforce planning to business needs.

GSC Learning: Progress on key training & development KPIs and priorities enabling leaders to focus on employee growth for current and future roles.

It supports GSC's commitment to becoming an Employer of Choice by optimizing HR processes and achieving excellence in people management.

c. Explain why the achievements you have highlighted are unique or significant. If possible compare the achievements to the performance of other players in your industry and/or to the team's or organization's past performance (up to 250 words). Required

There are significant improvements and business impact that have been achieved because of visibility of data trends and analytics through the dashboards. Some examples include:

Employee attrition reduced from 24.3% to 12.5%. By analyzing the attrition trends and also looking at the predictive analytics we were able to take timely corrective actions on compensation, workplace practices, learning – resulting in improved retention

Training hours increased from 15.8 training hours per employee to 24.6. Additionally, we were able to target key groups like potentials with the right training interventions and track their progress through the year

We identified declining in women in management and have taken actions in our policies to ensure at least one female is added to the interview panel and investment in targeted women in leadership programs

We increased volunteer hours by 21% from 2,995 to 3,625! This was never measured or tracked earlier and by providing visibility to leaders and employees alike, we increased our CSR activities.

Productivity of our employees – one of the core KPI's for shared services improved by a significant 11.6% from 834 to 931 in 2023

To summarize, the dashboards enable us to have a Data Driven Culture even on topics for people which are often perceived as less tangible to measure, Efficiency facilitating more informed decision-making, Insights not only to past trends but also future predictions – changing our approach from reactive to proactive and a culture of Continuous Improvement in an agile and consistent way towards a common objective.

d. Reference any attachments of supporting materials throughout this nomination and how they provide evidence of the claims you have made in this nomination (up to 250 words). Optional

HR Dashboard Overview

Webpage Link

Would you like to add an additional webpage link?

No

Supporting Document

Download File (https://stevies-sage.secure-platform.com/file/20745/eyJ0eXAiOiJKV1QiLCJhbGciOiJIUzI1NiJ9.eyJtZWRpYUlkIjoyMDc0NSwiYWxsb3dScTaWduZWRVcmwiOiJGYWxzZSIsImlnbm95ru4SZaTiwsram3DO3LBTCpwaMDg?Stevie%20Awards_People%20Analytics%20Dashboard.pptx)

Would you like to add an additional supporting document?

No

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