

GENERAL PARTS INTERNATIONAL'S HR DEPARTMENT IS DRIVING PROFITS



The Human Resources Department over at General Part's International have constructed a new human capital measurement model in order to gauge store performance as well as accelerate business. In the past, HR departments were meant to support and enable the success of a company's sales, operations, marketing, merchandising, and supply. However, the major downturn in the economy has lead HR departments to become a force in driving profits. General Part's International's has really felt the heat of the economic slump, and their HR department is doing what they can to pick up the pieces. Their new model with measure human capital then correlate it to clock the speed of GPI's talent management. The HR Department established three different areas of opportunity where they could improve the scorecard of the company's non-HR personnel, including both strategic and tactical metrics, incorporating strategic and tactical measurements into one scorecard, and finally, to give leaders and operators the tools required to focus on tactical, location specific metrics.

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