

Internal Value Acceleration

Through Metrus Institute research programs and numerous client engagements, we have studied internal service as an integral part of the service-value chain for more than 20 years. Our research has shown internal service has a significant impact on business performance.

What is Internal Value Acceleration?

Internal Value Acceleration (IVA) is an approach to identifying and enhancing the departmental deliverables that have the most value to stakeholders and the greatest business impact. The “internal value” concept entails delivering on the unique service proposition or mission of an internal service function at an appropriate cost. To command attention at the senior leadership level, internal service providers must start with metrics that demonstrate both how well they perform on service dimensions and how effectively they create and deliver value. Our research shows that leaders in internal value delivery help their stakeholders raise productivity, improve service and quality, and drive down costs.

LEADERS IN INTERNAL VALUE DELIVERY ARE

6x more likely to help stakeholders achieve financial cost savings and improved service

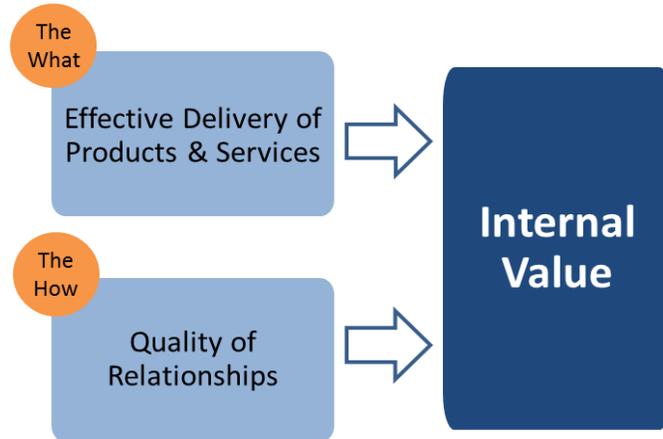
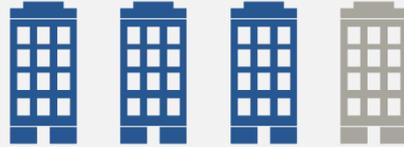
4x more likely to help stakeholders achieve better quality and increased productivity

A Comprehensive Process

For any internal service function to support the value of the business, the needs and expectations of stakeholders must be clear. Internal value measurement, the first step towards value acceleration, enables the department to identify service strengths and concerns, serves as a basis for setting improvement priorities in the areas that matter most to stakeholders, and provides a basis for ongoing performance tracking.

Among companies with the highest level of internal service,

75% survey their stakeholders



Metrus Group's Internal Value Acceleration program increases the effectiveness of both what you do (core deliverables) and how you do it (service dimensions)—two important factors that drive internal value and determine how well your organization is positioned to drive growth.

IVA programs may include broad stakeholder surveys as well as interviews with key leaders. Your own staff can participate to produce a departmental 360° feedback perspective.

Key Leader Interviews



Global Manager Survey



Self-Assessment

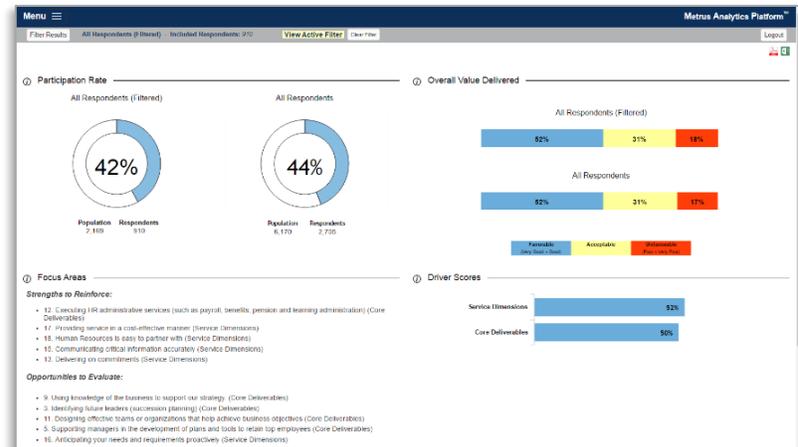


IVA Analytics

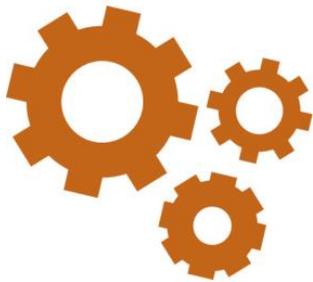


Online interactive reporting tools will help you identify service variance and opportunities across the company, set service delivery improvement targets and benchmark internal service standards and ratings against a robust database that includes results from more than 2,000 organizations.

Advanced analytics identify what factors are most important to your stakeholders and how you can increase the value and business impact of the department.



Prioritization and Action



Metrus collaborates with your team on prioritization, root-cause analysis and action plan design. After reviewing the data, we facilitate a working session with your team that will help you accelerate the process of implementing value-enhancing change.

Our expert advisors are available on demand to assist with detailed program design and implementation. Many have been in your shoes, as experienced CHROs who have faced similar challenges.

Internal Value Acceleration will:

- ✓ Improve understanding of internal service strengths and opportunities
- ✓ Better align departmental initiatives with company strategy
- ✓ Identify top drivers of internal value
- ✓ Assist in the design and implementation of initiatives that have the greatest positive impact on the business

Additional Support

- ✓ Dashboard development
- ✓ Follow-up focus groups
- ✓ Targeted improvement pulses
- ✓ Strategy Execution, Scenario Planning, and Strategy Mapping



Related Research Links

[Inside Job](#)
[Reversing Course?](#)
[Internal Service and People Equity](#)
[Hidden Drivers of Success](#)

Related Services Links

[Internal Value Acceleration](#)
[Pulse Surveys](#)
[Talent Management Solutions](#)

About Metrus Group

Metrus offers a unique combination of consulting, research, and skill development to organizations intent on aligning strategies, growing value and optimizing human capital investments.

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