NORTH ORGANIZATIONS™ · SELECTED WORK

TALENT ACQUISITION · HR OPERATIONS

Turning Hiring Into a Repeatable Operating System

PORTFOLIO PREVIEW

A structured approach to workforce need, candidate experience, selection, decision-making, measurement, and governance.

RECRUITMENT OPERATING SYSTEM · ILLUSTRATIVE

Tanya Booke, MSHR

Organizational Effectiveness & Leadership Consultant

Confidence North™

A hiring philosophy is not enough.

A Standard Operating Procedure is the operating system that turns a hiring philosophy into repeatable, measurable outcomes.

CONSISTENCY	FAIRNESS	CANDIDATE EXPERIENCE	HIRING QUALITY
WORKFORCE PLANNING	SCALABILITY	DEFENSIBLE DECISIONS	

Great hiring is not a philosophy. It is a system that survives your best recruiter leaving.

The full lifecycle. Simplified for review.

The underlying SOP defines twenty discrete steps. The public preview shows the shape.

01 WORKFORCE NEED › 02 APPROVAL › 03 SOURCING › 04 SCREENING › 05 INTER-VIEW › 06 DECISION › 07 OFFER › 08 PRE-BOARD

WHAT THE SOP DEFINES

Every step, every owner, every artifact, every decision point.

WHAT THE SOP PREVENTS

Handoff drops, decision drift, inconsistent candidate experience, undocumented decisions.

WHAT THE SOP ENABLES

Fair, defensible, measurable, and repeatable hiring.

A visible lifecycle is a manageable one.

Handoffs fail, not steps.

The most common failure in a hiring process is not a bad step. It is an unclaimed handoff between two good ones.

ACTIVITY	RECRUITER	HIRING MANAGER	INTER-VIEWER	HR	LEADER-SHIP
Workforce need approval		**Owns**		Supports	Approves
Sourcing strategy	**Owns**	Supports			
Screening	**Owns**				
Interview panel design	**Owns**	Supports			
Interview execution	Supports		Executes		
Decision		**Owns**	Supports	Supports	
Offer	**Owns**			Supports	Approves
Preboard	**Owns**			Supports	

Named owners at every handoff eliminate the most predictable failure mode.

Every touchpoint is the brand.

Candidates form more lasting impressions of an employer during the hiring process than during any other window. The SOP treats candidate experience as an operating outcome.

ATTRACT	COMMUNICATE	INTERVIEW	DECIDE	OFFER	PREBOARD
Honest role framing. No manufactured urgency.	Named response times. Real ones.	Structured, prepared, and consistent across candidates.	Timely decisions. No candidate held for the second-place role.	Clear, complete, and delivered with context.	The employee-experience clock starts before Day One.

Candidates remember how the process felt long after they forget what was said in it.

Build the system once. Run it every time.

INTERVIEW GUIDE

Structured questions matched to competencies, not vibes.

SCORECARD

Consistent evaluation across interviewers.

APPROVAL WORKFLOW

Named approvers at named thresholds.

CANDIDATE COMMUNICATION

Templates that stay human, not corporate.

HIRING-MANAGER GUIDE

Support tools that reduce the ask on the recruiter.

RECRUITMENT DASHBOARD

What leadership actually watches.

Tools remove judgment where it isn't needed and preserve it where it is.

Measure whether hiring got better, not just faster.

The dashboard is designed to catch degradation before it becomes a hiring pattern.

- TIME TO FILL
- QUALITY OF HIRE
- CANDIDATE EXPERIENCE
- OFFER ACCEPTANCE
- RETENTION
- SOURCE EFFECTIVENESS
- HIRING-MANAGER SATISFACTION

Every category is designed for defensible tracking. Specific baselines and targets are set per organization.

A hiring dashboard that only measures time is measuring the wrong thing.

What this work demonstrates.

TALENT ACQUISITION STRATEGY	PROCESS IMPROVEMENT	SOP DEVELOPMENT	CANDIDATE EXPERIENCE
WORKFORCE PLANNING	MEASUREMENT	GOVERNANCE	

Great hiring is a system built once and run every time.

Illustrative portfolio preview. Legal and jurisdiction-specific recruiting requirements require appropriate review.

Discuss a Recruitment or Talent Engagement →

CONFIDENCENORTH.COM