

## Publisher's Note

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# BEST PRACTICES: HR BENCHMARKING

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Enclosed please find your first update of 2018 to *Best Practices: Benchmarking in Human Resources*, by Colin Dawes.

### Included in this update:

- Updated content in Chapter 15 — The Model — Stage 12: Evaluate and Continuously Improve
- New indicators in Appendix 2, Section 1 (Staffing/Recruitment) and Section 7 (Health and Safety) and a new section, Section 11 (“Policy” Indicators)
- New indicators in Appendix 3, Section 3.2 (Competence), Section 3.3 (Economic), Section 3.7 (Stability), Section 3.8 (Utilization) and a new section, Section 9 (Employee Entitlement)

We hope you will find this new material a useful addition to your copy of *Best Practices: Benchmarking in Human Resources*. As always, your satisfaction with Thomson Reuters Canada products is guaranteed. If you are not completely satisfied with any Thomson Reuters Canada product, simply return it within 30 days of receipt, along with the invoice marked “cancelled.”

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