

# 2009 Top Recruitment Process Outsourcing Vendors, Black Book Survey 2009 Results

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## Abstracts

In 2009, the Black Book RPO Industry user survey investigated over 600 contracts held by nearly 2500 of the top spending organizations and conglomerate corporations globally.

18 Key Performance Indicators (KPIs) or criteria are employed, scored on each respective vendor by client type and ranked on a 0-10 scale per KPI.

### Key findings

**Key finding:** Most Important Customer Satisfaction KPIs

Scalability, Client Adaptability, Flexible Pricing and Marginal Value Adds are the five most important attributes influencing RPO client satisfaction with their 2009 outsourcing providers.

**Key finding:** Vendor Dissatisfaction in the current economic marketplace is uncommon in the Recruitment Services Outsourcing Industry among Top Ranked Suppliers

Strong dissatisfaction is uncommon in the recruitment process outsourcing, occurring in less than 6.6% of US client types, 10.3% of UK clients and 14.4% of International customers. US and Global corporations collectively experience only a 4.3% dissatisfaction rate.

**Key finding:** Highest Satisfaction in RPO Functional Subsets achieved by Comprehensive RPO Vendors

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