GlaxoSmithKline hires Quality Analysts using HireLabs' Talent Score Cards

GlaxoSmithKline (GSK) needed to fill one Quality Analyst position, based in the city of Karachi, Pakistan. The position required an individual who approached problems proactively. Most importantly, was able to evaluate the compliance of manufactured medicines to compendial standards of safety and effectiveness.

GSK shared the position's requirements with the head hunting firm in its network. But, probably because of the specialized nature of the job, GSK was not able to find a suitable candidate through its pool of headhunters. The problem could have been:

- **7 out of 10 headhunters are generalists:** Normally, headhunters operate as 'generalists' and not as occupation or industry specialist, and often do not leverage any psychometric tool to objectively measure candidate's knowledge, skills and attitude needed to perform well on the job. In such instance, absence of the job-specific screening tools could affect the quality of the candidates.

- **Presentation of candidate data is not optimized:** Large organizations, like GSK, who engage multiple headhunting firms at a time to source candidates, receive at least five candidates' resumes from one headhunter. This means, GSK still has to sift through pages of resumes (shared by headhunters) to shortlist candidates for interviews. Ineffective presentation of candidate data, such as, multi-page resumes and miscellaneous pages containing information like candidate's salary expectation can reduce HR's time efficiency in making hiring decisions.

Talent Score Cards of top 5 candidates

GSK also approached HireLabs with the position's requirements. HireLabs' core ensemble being assessments, took only selective executive search assignments such as GSK's. HireLabs' technique was to apply evidence-based approach in sourcing candidates.

HireLabs conducted a quick job need analysis with GSK's line manager and HR. Using its specialized platform, Tested Talent, which is a job portal, combined with a testing engine, HireLabs shortlisted top 5 candidates for the Quality Analyst position, and shared the candidate's **Talent Score Cards** with GSK.

The one-page candidate scorecard summarized the following candidate's information effectively: *Employability skills tested online, responses from the behavioral interview, career path, current and expected salary, and references, educational background.* Each Talent Score Card indicated how compatible the candidate profile was with the specific job.

GSK hired two of HireLabs' candidates instead of one

GSK found that it could make effective hiring decisions using Talent Score Cards. GSK's enhanced user experience was reflected in its decision to hire two HireLabs' candidates for the Quality Analyst position, instead of one, as originally planned.

"We value GSK Pakistan's partnership with HireLabs and their contributions to our business in helping us acquire quality talent."

Humaira Ahmad, Talent Acquisition & Development Manager, GSK Pakistan Limited

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Challenge

- Fill one Quality Analyst position
- Candidates shortlisted by GSK's pool of head hunting firms were not completely matching the position
- Candidate data shared by head hunting firms was not optimised for quick, effective hiring decisions

Solution

- Provide Talent Score Cards of top 5 candidates
- Screen (test and interview) a batch of 5 candidates

Approach

- Conduct job needs analysis with GSK HR and line manager
- Post job through its specialized job portal, Tested Talent
- Test job applicants on 6 competencies related to the position:
  - **Communication**
  - **Creative Problem Solving**
  - **Logical Reasoning**
  - **Decision Making**
  - **Quality Assurance**

- Conduct behavioral interviews with shortlisted candidates
- Share Talent Score Cards of top 5 candidates with GSK
- GSK shortlists candidates for interview
- GSK hires a candidate matching the Quality Analyst position

Outcome

- GSK found that the candidates assessed HireLabs were well matched with the Quality Analyst (QA) position. Hence, instead of filling one Quality Analyst position as initially planned, GSK created a second QA position and hired two of HireLabs' candidates instead of one.

- By using candidates' Talent Score Card, it is estimated, GSK reduced the time by 45 per cent to hire a candidate for the position