



Building The Center Of Excellence – The Last Mile Way

The largest publicly held personal lines property and casualty insurer in America. As of year-end 2013, the company had \$123.5 billion in total assets. In 2013, it was number 92 on the Fortune 500 list of largest companies in America.

Case Summary	Business Challenges	Business Benefits
The client was setting up their captive in India. They required assistance in scaling up their QA organization. Last Mile was contracted to work as a partner to put in place a comprehensive selection and assessment process.	<ul style="list-style-type: none"> Aggressive timelines Operational scalability and stability Ensure management bandwidth was not scavenged on Align candidate profile to organisational culture 	<ul style="list-style-type: none"> Provided the ability to scale Effective selection and assessment tools ensured substantial cost savings Achieved 75% hit rate with final selections Installed a robust, repeatable process that was rolled out to the selection processes for other skills

Background

The client had set ambitious targets for headcount intake and in the speed to scale up did not want to compromise on the quality of skills. They needed to assure themselves that the role definitions and set of competencies required for the roles were rightly defined and that the candidates were rightly assessed for those competencies prior to final selection.

Last Mile’s Solution

Last Mile set up a team of experts to deliver a competency assessment service to the client. The service comprised of defining the role requirements, selecting the target work experience and job definitions and assessing candidates in terms of their ability to meet the desired expectations. The team set up a comprehensive selection process including pre-selection of candidates, short listing resumes, organizing and conducting interviews and providing the client with the final list of selected candidates. To speed up the exercise and improve accuracy Last Mile deployed online summative and formative assessments to filter out candidates.

Being the face of the customer, Last Mile, not only ensured that they represented the client well to the prospective candidates but also conducted the selection as per the client’s requirements. This resulted in a 75% hit ratio ensuring the right alignment between business needs, role expectations and focused assessment.

About Last Mile

Last Mile is a focused domain led Quality Assurance, Testing consulting and training services company. Key engagements are focused on helping customers build the strong foundation to scale their testing organisation to meet the challenges of end to end **process alignment**; reduced **time to market**; improved **quality**; at the same time **improving the costs**. Last Mile delivers through independence of thought and action by working as partners to help **transform** overall testing services.