

# CASE STUDY FACT SHEET

## Trilby Misso Lawyers

Trilby Misso Lawyers, leaders in their field, are a multi award winning organisation and recognised for their investment strategies in their people. Human Resources Manager, Katrina Haynes was interviewed following the External Audit conducted on their organisation.

Below are the key discussion points with Katrina regarding the Audit of their Human Resource Framework inside their organisation.

### **Why did Trilby Misso Lawyers embark on the Audit journey?**

- This was an opportunity to step back and look at the big picture and bring our team along on that journey.
- We needed to be sure our policies and procedures were truly relevant to the business and were tied into overall strategy.

### **What was the External Audit process like?**

- Having an external auditor brought a higher level of importance to the process and urged us to set higher expectations for ourselves.
- We have a very focused team that love what they do, they are both experienced and passionate. This allowed us to focus that energy and delivered a real sense of achievement knowing we were using an external National Standard. The team was really excited about the entire process.
- I wanted a sounding board to the strategies that we developed. Having an objective review was important for my professional development. I have had no other way to really evaluate our performance within the HR profession.
- I found it encouraging too that the External Audit was about identifying ways to cut red tape- rather than creating it. We have identified smart time saving strategies so we can focus on the improvement strategies for the organisation.
- I could see for myself through the discussions with the External Auditor, how I can improve the formal strategic links simply for our Human Resource Framework.

### Trilby Misso Lawyers Case Study

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*"By using the Human Resource Framework we not only have peace of mind in regards to our risk, we also have a continuous improvement program that is not a fad in the business."*

*"We would have only achieved 50% of performance improvement if we relied solely on internal resources..." The external audit is a governance process we have implemented on an annual basis.*

#### Case Study - Success Snapshot

Katrina Haynes  
HR Manager



**Year 1**  
50% staff turnover  
63% Staff Satisfaction  
Under-productivity

**Year 2**  
5% staff turnover  
76% Staff Satisfaction  
50% improvement in Productivity  
100% improvement in Profitability

The Human Resource Framework was implemented and audited by the HR Coach External Auditing Division

**HRCOACH**  
people • performance • profit

### **What have been the benefits of the External Audit?**

- HR can at times be misunderstood or be perceived as a little vague – even in our organisation, this process meant we could clearly describe and show what we 'do' it helped us communicate that more clearly internally.
- We can see how we can create real gains in efficiency to free me up to focus on improvement – the high value adding activity.
- The process provides me with peace of mind. I don't have to worry about the basics because I know we have them in place – and we know that you just can't get into the high value strategic activity if you don't have the basics covered.
- The National Standard has become the framework for our HR operation and for our improvement plans – the National Standard means HR people can make improvements without the risk of it being perceived as just making changes for the sake of change. This can sometimes happen as employers and employees may not understand what HR does.
- An External Audit enables us to communicate better as an HR Team– that is important to the team and to the business.
- For governance - we have this scheduled as an annual activity to keep building on our strategy. This is equally important for the HR strategy as well as the Board.
- We are going to update our qualifications as Internal Auditors – so the Framework is not a fad. It is our business discipline.

### **For more information contact:**

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