QUALITY ASSURANCE

Our quality process, at every step.

Every RHR Expert executive search mandate follows twelve documented phases. Each one carries specific quality controls and a verifiable deliverable. Clients always know where the mandate stands, what decisions are based on, and what comes next.

Our four quality principles

Traceability Every candidate approached, assessed or set aside is recorded. The selection committee can retrace the decision chain at any time.	Objectivity A weighted multi-criteria grid is defined before the market is approached. Candidates are compared on the same criteria, by the same assessors.
Double validation No finalist is presented without having been met by two consultants and validated against the approved role description.	Transparency Progress reports at agreed intervals, written interview reports and continuous communication with the selection committee.

Quality controls across the twelve phases

01 Kick-off meeting

Deep understanding of the need, final drafting of the role description and building a weighted multi-criteria grid with the selection committee.

QUALITY CONTROLS

— Role description approved in writing before any sourcing begins
— Criteria weighting validated by the selection committee
— Timeline and mandate checkpoints set from the outset

DELIVERABLE Signed role description, weighted evaluation grid and mandate calendar.

02 Business case exercise

A real organizational scenario, prepared by the candidate and presented orally, to assess synthesis and strategic thinking.

QUALITY CONTROLS

— Case reviewed and approved by the client before release
— Identical instructions and preparation time for all finalists
— Scoring scale defined before the first presentation

DELIVERABLE Approved business case and its scoring grid.

03 In-basket exercise

An exercise tailored to the role's key competencies, given to finalists when the mandate calls for genuine management skills.

QUALITY CONTROLS

— Exercise aligned with the grid's priority competencies
— Uniform testing conditions for all candidates
— Independent scoring before results are compared

DELIVERABLE In-basket results, compared across finalists.

04 Sourcing and candidate management

Strategy deployment: direct approach, attractive posting, network distribution, pre-qualification and a documented shortlist.

QUALITY CONTROLS

— Documented market mapping: target organizations and candidates approached
— Confidentiality maintained in every direct approach
— Every application receives a reply; rejection reasons recorded
— Shortlist justified against the weighted grid

DELIVERABLE Market mapping, written interview reports and a reasoned shortlist.

05 In-depth candidate interviews

In-person meetings with finalist candidates to assess their experience, leadership and cultural fit.

QUALITY CONTROLS

— Structured interview: the same key questions for every finalist
— Two consultants involved in assessing finalists
— Immediate scoring on the grid, before assessors compare notes

DELIVERABLE Individual interview report and weighted score per candidate.

06 Client interviews

Support to the selection committee during in-person interviews, help with the evaluation grid and a recommendation on the finalist.

QUALITY CONTROLS

— Committee briefing before meetings to align assessment
— Neutral facilitation to avoid session bias
— Committee scores consolidated and discrepancies arbitrated

DELIVERABLE Comparative summary of finalists and a reasoned recommendation.

07 Informal meeting

A meeting with the direct supervisor to validate shared values, common vision and relational fit.

QUALITY CONTROLS

— Informal setting, but predefined validation points
— Candidate and manager feedback collected separately
— Any cultural gap flagged immediately

DELIVERABLE Documented cultural fit validation.

08 Psychometric assessment

Test administration, analysis of results and a debriefed report on fit with the role and the organizational culture.

QUALITY CONTROLS

— Recognized tools, administered by a qualified professional
— Written candidate consent and confidentiality of results
— Results cross-referenced with interview observations, never used alone

DELIVERABLE Psychometric report, debriefed with the committee.

09 Pre-employment checks

Professional and academic references, financial checks and court records, with the candidate's prior written authorization.

QUALITY CONTROLS

— At least three references, including former direct supervisors
— Degrees and professional designations verified at source
— Written authorization obtained before any check

DELIVERABLE Complete, signed verification report.

10 Contract and negotiation

Drafting the offer of employment and acting as a neutral intermediary in the negotiation, within your budget envelope.

QUALITY CONTROLS

— Benchmarked against sector compensation data before the offer
— Terms validated with the client before presentation to the candidate
— Acceptance confirmed in writing before any internal announcement

DELIVERABLE Accepted offer of employment with documented terms.

11 Onboarding

An integration and onboarding plan built with the people who will work alongside the new executive, over the first two weeks.

QUALITY CONTROLS

— Onboarding plan delivered before the start date
— 30-, 60- and 90-day objectives defined with the supervisor
— Checkpoint at the end of the second week

DELIVERABLE Written onboarding plan and 30-60-90 day objectives.

12 Post-hire follow-up

Monthly follow-up with the client and the candidate, especially during the first three months, beyond the six-month guarantee.

QUALITY CONTROLS

— Separate monthly follow-up with the client and the hired executive
— Corrective actions proposed as soon as a gap is reported
— Mandate review and lessons learned at the end of the follow-up

DELIVERABLE Follow-up records and a final mandate review.

Our commitments

— Six-month guarantee on the executive hired.
— Monthly follow-up with client and candidate during the first three months.
— Absolute confidentiality of mandates, organizations and candidates.
— Written interview reports for every candidate presented to the committee.
— One consultant accountable for the mandate, from kick-off to post-hire follow-up.

A process you can defend.

Let's discuss your next mandate and how these controls will apply to your organization.