

OPERATIONAL EXCELLENCE IN HR ADMINISTRATION



GENTEX[®]
TRAINING CENTER



Introduction

The Operational Excellence in HR Administration Training Course equips HR administrators and support professionals with modern methods to streamline daily HR operations and deliver reliable, error-free service. Efficient HR administration forms the backbone of every organization, supporting payroll accuracy, compliant recordkeeping, and smooth employee lifecycle processes. This program explores process standardization, HR information systems, and quality control techniques that reduce errors and save time. Furthermore, participants learn how to apply Lean principles, manage HR documentation, and design service standards that improve the employee experience. As a result, attendees leave with practical tools to strengthen HR administrative accuracy, efficiency, and compliance across every stage of the employment lifecycle.

Operational Excellence in HR Administration Course Objectives

- Apply Lean principles to eliminate waste in HR administrative processes
- Standardize HR documentation using templates and checklists
- Manage employee records in compliance with data protection standards
- Use Human Resource Information Systems (HRIS) for accurate recordkeeping
- Apply Service Level Agreements (SLAs) to HR administrative tasks
- Design efficient onboarding and offboarding checklists
- Reduce payroll and benefits administration errors through quality control
- Apply process mapping to identify administrative bottlenecks
- Build audit trails for HR compliance and recordkeeping
- Improve employee self-service systems for routine HR requests

Course Methodology



LEARN BOLD. LEAD BEYOND

GENTEX Training Center LLC | Orlando - FL, USA
Info@gentextraining.com



- Interactive lectures on HR administration best practices and standards
- Practical workshops for designing checklists and process maps
- Case studies analyzing real HR administrative improvement projects
- Group exercises using HRIS tools and documentation templates
- Quality control exercises for error reduction
- Discussion sessions on employee service standards

Who Should Take This Course

- HR administrators and HR officers
- HR shared services and operations staff
- Payroll and benefits administrators
- HR coordinators and assistants
- Administration and secretarial professionals
- Compliance and recordkeeping officers
- Anyone responsible for day-to-day HR operations

Operational Excellence in HR Administration Course Outlines

Day 1: Foundations of HR Administrative Excellence

- Defining operational excellence in HR administration
- Reviewing Lean principles for administrative processes
- Mapping current HR administrative workflows
- Identifying common sources of administrative error
- Assessing HR service delivery standards



LEARN BOLD. LEAD BEYOND

GENTEX Training Center LLC | Orlando - FL, USA
Info@gentextraining.com



- Understanding the employee lifecycle from hire to exit
- Introducing quality control fundamentals

Day 2: HR Documentation and Recordkeeping

- Standardizing HR documentation using templates
- Managing employee records in compliance with data protection standards
- Building organized filing and archiving systems
- Using Human Resource Information Systems (HRIS) effectively
- Creating audit trails for compliance purposes
- Reviewing document retention and disposal policies
- Preventing common recordkeeping errors

Day 3: Onboarding, Offboarding, and Lifecycle Administration

- Designing efficient onboarding checklists
- Managing offboarding processes and exit documentation
- Coordinating contract issuance and renewal administration
- Processing employee transfers and promotions accurately
- Managing leave and attendance administration
- Applying process mapping to lifecycle transitions
- Reducing delays in administrative approvals

Day 4: Payroll, Benefits, and Quality Control

- Applying quality control checks to payroll administration
- Reducing errors in benefits enrollment and processing



LEARN BOLD. LEAD BEYOND

GENTEX Training Center LLC | Orlando - FL, USA
Info@gentextraining.com



- Using Service Level Agreements (SLAs) for administrative accuracy
- Reconciling payroll data with HRIS records
- Managing compliance documentation for benefits programs
- Applying root cause analysis to recurring payroll issues
- Building error-tracking systems for continuous improvement

Day 5: Technology, Self-Service, and Continuous Improvement

- Improving employee self-service systems for routine requests
- Automating repetitive administrative tasks using HRIS features
- Applying Kaizen principles for continuous process improvement
- Measuring administrative performance using KPIs
- Building a culture of accuracy and accountability
- Developing an HR administration improvement action plan
- Presenting action plans for organizational rollout

Conclusion

By successfully completing the Operational Excellence in HR Administration Training Course, participants will have acquired practical knowledge of process standardization, HRIS management, and quality control techniques for HR operations. Additionally, they will gain the skills needed to reduce administrative errors, strengthen compliance, and improve employee service delivery. Gentex Training Center designed this program to help HR administrators build accurate, efficient, and reliable HR operations across the entire employee lifecycle.





FAQs

Q1 What is the "Operational Excellence in HR Administration" course about?

This course covers methods for improving the efficiency, accuracy, and compliance of daily HR administrative tasks, from recordkeeping and payroll to onboarding and offboarding processes.

Q2 What are the key benefits of the "Operational Excellence in HR Administration" course?

Participants gain the ability to reduce administrative errors, speed up HR processes, and strengthen compliance, resulting in a more reliable and efficient HR service for employees and managers.

Q3 What skills will I gain from the "Operational Excellence in HR Administration" course?

Participants develop skills in process standardization, HRIS management, documentation control, and quality assurance for building accurate and efficient HR administrative systems.



Q4 What tools, methods, or standards are covered in the "Operational Excellence in HR Administration" course?

The course covers Human Resource Information Systems (HRIS), Lean process principles, Service Level Agreements (SLAs), process mapping, and quality control and root cause analysis techniques.

Q5 How is the "Operational Excellence in HR Administration" course applied in real-world practice?

Organizations apply these methods by standardizing documentation, automating routine HR tasks, improving payroll accuracy, and building self-service systems that reduce delays and administrative errors.