



第九届人力资源共享服务中心年会

2018年11月22日





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探讨共享服务人才的未来 (Ronnie Pu)

November 22, 2018

Nouryon

Agenda

-  HRSSC Talent Development Overview (共享服务中心的今天)
-  Talent Needs Changed in last 3 years (不断变化的人才需求)
-  Accelerated Team Learning & Development (加速发展的人才梯队)
-  The challenges we are facing (我们面临的挑战)
-  Q & A (问答)

Today's HR Shared Services Center (共享服务中心的今天)

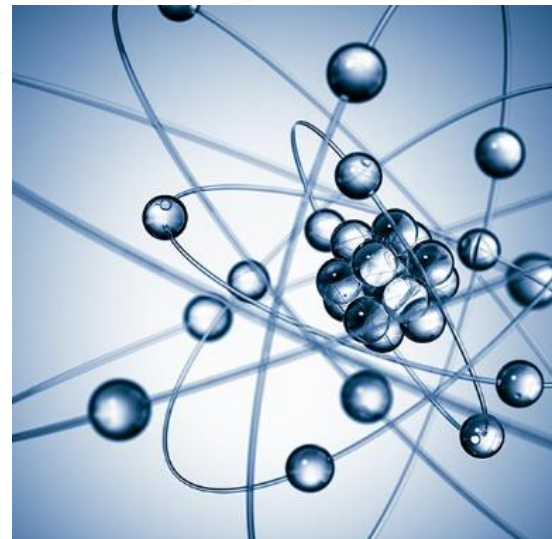
HR Shared Services Center

- **Creating capacity** and delivering an exceptional **customer experience**
- Shared Services provides **platform for HR** to create capacity by **streamlining** and **automating** work, to **build credibility** through the execution of processes, and to **improve customer experience** with the **enablement of digital tools** and exceptional service delivery

扩容
Create capacity

数字化平台
Digital platform

客户体验
customer experience



The changes we have seen in the market ... (我们眼中HR 共享的变化)

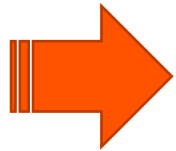
- HR continues to be the 2nd most common function to utilize a Shared Service Center (behind Finance)
(人力资源模块继财务后成为第二大共享中心团队)
- Shared Service organizations are currently investing in technology to improve both productivity of operations and interaction with customers
(共享服务组织投入资金发展信息科技提升运营能力及客户共享平台服务体验)
- Shared Service organizations consider a focus on continuous improvement as the top priority
(共享服务的首选目标是关注不断持续改进)
- Align shared services to your broader HR operating model and transformation journey
(将共享服务与广义的人力资源运营模式转型创新相结合)



What does this mean to HRSSC Talent...? (对于HR共享人才的需求变化)

To stay current in this world of disruption & transformation, we expect HRSSC Talent –

- ✓ Focus HR assessments on business value and customer centric (关注对企业价值的贡献和客户体验)
- ✓ Develop digital business cases and ongoing value realization (提升数字化应用能力)
- ✓ Apply design thinking and enable HR process design through innovation (导入设计理念及加速赋能创新)
- ✓ Automate manual HR processes through Robotics and Process Automation (应用技术推动自助服务)
- ✓ Build credibility and deliver high impact employee experience (大幅度提升员工体验度)



>42%的公司高管预测将在3-5年内
对于机器人及认知技术的应用加大力度
----- (2018德勤全球人力资本趋势调研报告)



Specific area of deep expertise include ... (具有以下专项经验的人才成为市场热点)

The specific areas of deep expertise –

- ✓ HR Transformation and Operating model design and deployment (人力资源运营模式及转型项目)
- ✓ Global/Regional HRIT Landscape and platform Knowledge & competency (人力资源技术和及应用项目)
- ✓ End-to-end process design & deployment and continuous improvement (运营流程设计和应用)
- ✓ Global/Regional Shared Services Implementations (共享服务运营管理)
- ✓ Build a pipeline of future-ready team and shift the culture to encourage great collaboration cross functions and geographies (培养未来人才及取得合作共赢的成果)



Embrace Change (与变革同行)

共享服务同仁将与创新及变革同行 -

- ❑ where robots and humans work side-by-side. Where you can command a robot and/or work as a peer ... (人与机器人的合作之路)
- ❑ Change from where the learning ability of humans and the accuracy & strength of robots work in harmony to emerge human minds to robot intention ...(从机器学习到人与机器人的认知连接)
- ❑ More exciting and new things on the way ... (更多革新和新应用在未来实现)

Talent needs & competencies are changing dramatically in SSC



Talent Needs Changed in last 3 years ... (我们经历的三年人才需求变化)



- ❖ 2015 中国人力资源共享中心成立
- ❖ 2016 标准化的高效运营流程和团队
- ❖ 2017 走向二线城市的共享服务中心
- ❖ 2018 面向亚洲国家的共享服务中心



85-90后为核心的团队
专业知识库的应用能手
信息技术与卓越运营兼备的多元化人才

The challenges we are facing (我们面临的挑战)

Human Robot Collaboration



人类与机器(人)合作

- ✓ Future-Team = Human + Robot (未来团队= 类+机器人)
- ✓ Technology & Knowledge Evolution (技术和知识库革新)
- ✓ Human-Robot Communication (人-机 沟通)
- ✓ Human-Robot Harmony (?) (人-机 和谐)
- ✓ HR Management (incl. Robot ?)
(新人力资源管理新内容 - 机器人)
- ✓ Compliance (合法合规性)
- ✓ Others (其它).....

Our company

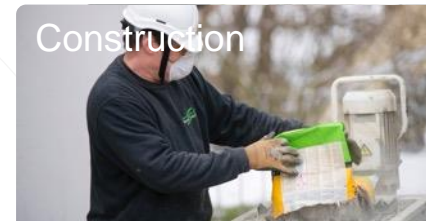
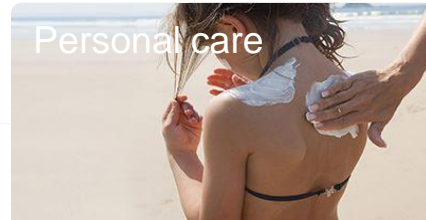
Our purpose

***Your partner
in essential chemistry
for a sustainable future***



Supplying essential chemistry to markets worldwide

- Experts in highly demanding chemistry
- Supplying markets with essential chemicals for manufacturing everyday products
- Our products play an essential role in everyday life



In summary

- A global specialty chemicals leader with a unique portfolio
- Solid financial performance, leadership positions, and long-term customer partnerships
- A new name that reflects our proud history and speaks to the future
- Growth driven by collaborative innovation
- A proven track record in sustainability
- Accelerating growth through operational excellence and strategic investments
- Ready to unleash our full potential as an independent company

A large, stylized orange logo of the word "Nouryon" is centered on the slide. The "N" is significantly larger and more prominent than the other letters, which are in a consistent sans-serif font.

www.nouryon.com

Thank You!

