🧩 RPO Partner Evaluation Checklist

How to Choose the Right Recruitment Process Outsourcing Partner for Sustainable Hiring Success

Use this checklist to thoroughly assess any RPO provider before making a long-term hiring decision. A strong partner should deliver clarity, accountability, and measurable impact from day one.

✅ Strategic Fit & Alignment

☐ Do they understand your industry, company culture, and hiring goals?

☐ Can they support your hiring volume, locations, and job families?

☐ Do they tailor their strategy to your business objectives—not a one-size-fits-all model?

☐ Are their recruiters aligned with your values and EVP (Employer Value Proposition)?

✅ Performance & Accountability

☐ Do they commit to clear SLAs, KPIs, and measurable outcomes?

☐ Can they share recent performance metrics (e.g., time-to-fill, quality of hire, retention)?

☐ Do they provide transparent dashboards and real-time visibility into pipelines?

☐ How do they track and improve candidate experience?

✅ Technology & Integration

☐ Do they work with your ATS/HRIS or require new systems?

☐ Can they integrate seamlessly with your tech stack (e.g., sourcing tools, scheduling, onboarding)?

☐ Do they offer automation, AI sourcing, or data analytics?

☐ Is their tech secure and compliant with relevant data privacy laws (e.g., GDPR, CCPA)?

✅ Recruiter Quality & Expertise

☐ Are their recruiters experienced in your specific roles and markets?

☐ Can they scale resources up/down based on your hiring demands?

☐ Do they provide strategic sourcing and market intelligence?

☐ Do they upskill or refresh their recruiter teams regularly?

✅ Communication & Collaboration

☐ Is there a dedicated point of contact or delivery lead?

☐ Do they offer weekly or biweekly updates and QBRs (Quarterly Business Reviews)?

☐ Are roles and responsibilities clearly defined to avoid confusion?

☐ How quickly and clearly do they respond to feedback or issues?

✅ Compliance & Risk Management

☐ Do they follow fair hiring practices and local labor laws?

☐ Can they handle background checks, document verification, and compliance audits?

☐ Are they insured for errors, omissions, or hiring-related liabilities?

☐ Can they adapt to sudden legal or regulatory changes?

✅ Pricing & ROI

☐ Is their pricing transparent and scalable (project-based, volume-based, or hybrid)?

☐ Do they justify cost with value metrics—such as reduced time-to-hire or improved retention?

☐ Are there hidden fees or change-order costs?

☐ Can they help you reduce total cost per hire over time?

🚩 Red Flags to Watch For

- ☐ Vague metrics or unwillingness to commit to SLAs

- ☐ Poor communication or slow updates

- ☐ Overly generic sourcing strategies

- ☐ Lack of references or recent success stories

- ☐ Overpromising without clear delivery mechanisms