



A new direction for HRBPs



In this engagement Fortos supported a company in the commercial vehicle industry to understand how to adapt one of their main HR roles to the changes and trends in organizing and developing the business and its people. New demands on the workforce will require the organization to become more people and talent focused. Digitalization will put new demands on how the role interfaces with the organization. An updated way of working was designed to meet a rapidly changing business environment.

Customer Challenge

The client is one of the world's leading manufacturers of commercial vehicles. The HRBP role has during the past ten years evolved within the current service delivery model, together with the changes in the organization. The HRBP role is by many perceived as broad and with . It is traditionally focused on transactional work content and organized around processes and workflows. The main interface is towards managers and it is characterized by differences in expectations. The career development is regarded as unclear, which sometimes makes the job less attractive.

External drivers in the business environment at a high pace will require the HRBPs to use their knowledge on the people side, to ensure the business is well prepared and equipped for the future.

Customer Solution

An initial study was performed to understand how the HRBP role in the organization operates and interacts with the business and the other HR functions in the service delivery model. The study captured input on expectations on the role and how the role can be developed to meet future needs in alignment with current internal HR strategy. Other important input to the study was an understanding of external drivers with implications on the role together with how the digitalization will impact the role.

A new direction with new ways of working and interfacing with managers, people and other HR functions was designed and aligned with the organization.

A people focus for HRBPs was introduced to make people and their development one of the main concerns for HRBPs in their daily operations as well long-term view.





Customer Value

The study gave the HR organization a better understanding of how the changing business environment and workforce will have implications on the current HRBP role setup. The design of a new direction for HRBPs with an updated work content creates an opportunity to better align with changes in the current workforce as well as the preparation to meet future needs. The changes in the new direction will drive a focus towards people in the organization.

Customer & Fortos Collaboration

Fortos consultants were deeply involved in all activities, with a strong commitment to make things happen and to deliver true value together with the customer. Consultants facilitated the HR management team in how external factors and the current strategy will influence the role and the need for change to find new directions. Throughout the project Fortos team were the driving force of the project and acted as a sounding board for the core team, this secured the success for the project.

Want to know more?

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