

RPO Partner **Assessment Tool**



Instructions:

For each statement, rate your current RPO provider on a scale of 1 to 5:

	Strongly Disagree 1	Disagree 2	Neutral 3	Agree 4	Strongly Agree 5
Strategic Alignment & Business Partnership					
1. Our RPO provider understands our core business model and industry landscape.	☐	☐	☐	☐	☐
2. We receive proactive recommendations that align with our business goals, not just reactive execution.	☐	☐	☐	☐	☐
3. The partnership evolves as our organization's priorities shift.	☐	☐	☐	☐	☐
4. We trust their perspective and feel they challenge us constructively when appropriate.	☐	☐	☐	☐	☐
Cultural Fit & Relationship Trust					
1. The RPO team feels like a true extension of our internal TA or HR function.	☐	☐	☐	☐	☐
2. They understand and embody our organizational values and tone.	☐	☐	☐	☐	☐
3. There is open, two-way communication—even when things go wrong.	☐	☐	☐	☐	☐
4. Collaboration is easy, productive, and professional.	☐	☐	☐	☐	☐
Recruitment Process Design & Optimization					
1. The RPO team has provided suggestions and opportunities to streamline and standardize our recruitment processes.	☐	☐	☐	☐	☐
2. Process improvements are identified and implemented regularly, not just at kickoff.	☐	☐	☐	☐	☐
3. The RPO adapts when inefficiencies or bottlenecks are identified.	☐	☐	☐	☐	☐
4. We feel confident that our current process with our RPO is scalable and future-ready.	☐	☐	☐	☐	☐

Technology, Data & Innovation

1. Our RPO integrates well with our ATS, CRM, and other systems.

Strongly
Disagree
1

Disagree
2

Neutral
3

Agree
4

Strongly
Agree
5

☐
☐
☐
☐
☐

2. They provide us market data to help inform decisions and drive strategy.

☐
☐
☐
☐
☐

3. The RPO uses data to drive process improvements, not just to report activity.

☐
☐
☐
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☐

4. Our RPO provider brings tools or innovations that improve efficiency or outcomes.

☐
☐
☐
☐
☐

Candidate & Employer Brand Experience

1. Our candidates receive timely, respectful, and personalized communication.

☐
☐
☐
☐
☐

2. Feedback from candidates (even those not hired) is generally positive.

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☐
☐
☐
☐

3. Our RPO provider communicates our value proposition clearly and accurately to job seekers.

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☐
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☐
☐

4. We're confident our RPO partner represents us well in the talent marketplace.

☐
☐
☐
☐
☐

Hiring Manager Experience & Recruiter Performance

1. Our hiring managers feel supported and guided throughout the hiring process.

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☐
☐
☐
☐

2. Communication between hiring managers and recruiters is consistent and constructive.

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☐
☐
☐
☐

3. Recruiter turnover is minimal—or when it happens, transitions are smooth.

☐
☐
☐
☐
☐

4. Recruiters are responsive, professional, and seen as trusted advisors.

☐
☐
☐
☐
☐

Quality, Speed & Agility

1. The RPO is consistently meeting or beating our time-to-fill expectations.

Strongly
Disagree
1

☐

Disagree
2

☐

Neutral
3

☐

Agree
4

☐

Strongly
Agree
5

☐

2. Candidates presented by the RPO meet or exceed our quality benchmarks.

☐
☐
☐
☐
☐

3. The provider can scale up or down quickly to match changing hiring volumes.

☐
☐
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☐
☐

4. There's a healthy balance between speed and quality (no "just fill the role" mentality).

☐
☐
☐
☐
☐

Cost, ROI & Value

1. We have full transparency into how costs are structured and calculated.

☐
☐
☐
☐
☐

2. Compared to the investment, the value we receive is compelling.

☐
☐
☐
☐
☐

3. There are no "surprise" fees or hidden costs.

☐
☐
☐
☐
☐

4. We would recommend this provider based on cost-to-value alignment.

☐
☐
☐
☐
☐

Scoring Guide (per category)

Add up your score for each category (maximum score = 20). Then add your category scores to get your total score. Use the following as a reference.



119-140

Strong partnership



98-118

Satisfactory,
with areas to
improve



Below 98

May warrant
further evaluation
or discussion

Questions?

Let's connect!



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