

1. <b>absenteeism</b>	employee absences, on an average day, without sick leave or leave approved in advance
2. <b>balanced scorecard benchmarking</b>	used for measuring whether the activities of a business are meeting its objectives established in the strategic plan; it benchmarks key performance variables with targets aligned with the strategic plan
3. <b>benchmarking</b>	a process in which indicators are used to compare business performance between internal sections of a business or between businesses
4. <b>best practice benchmarking</b>	comparing performance levels with those of another best practice business in specific areas using a structured process to gain skills and knowledge and to modify organisational processes
5. <b>corporate (business/workplace) culture</b>	the values, ideas, expectations and beliefs share by members of business
6. <b>human resource audit</b>	a diagnostic tool used to evaluate HR policies and practices in order to identify problems and develop solutions in an attempt to rectify problems
7. <b>indicators</b>	performance measures that are used to evaluate organisational or individual effectiveness
8. <b>informal benchmarking</b>	any strategies such as networking through informal discussions with colleagues in other businesses, undertaking visits to other business, researching best practice online and attending conferences
9. <b>performance benchmarking</b>	comparing the performance levels of a process/activity with other businesses
10. <b>staff turnover</b>	separation of employees from an employer, both voluntary and involuntary, through dismissal or retrenchment; it is often shown as a percentage of total staff numbers