Measuring the value of assessment at Credit Suisse

The Challenge
To demonstrate the value of assessment by linking psychometric test results to employee performance and workforce diversity.

The Solution
To turn big data into smart data by conducting a valid business impact study using the assessment, performance and attrition data of 2,800 experienced hires.

The Outcome
Top-performing producers deliver 50% more profit than good performers.

Data-based evidence shows that cognitive ability tests can increase diversity, are gender-neutral, and have no adverse impact in any of Credit Suisse’s managerial, professional or producer roles.

Recognising high performers is 40% more likely when using two ability tests rather than no ability tests.

High test scorers are twice as likely to be top performers rather than low performers.

15% more top performers hired when two cognitive ability tests were applied.
Demonstrated benefits of assessment

1. Credit Suisse’s assessments help increase diversity because they are gender-neutral, fair and objective.

2. cut-e’s tests are strong predictors of high performance and early attrition.

3. Using verbal and numerical tests together provides a more robust prediction than one test alone.

4. Cognitive ability and personality testing improves the quality of people hired at Credit Suisse.

“This is another significant milestone that shows the sustainable impact and competitive advantage to be gained from applying scientifically proven methods in our selection process.”

Andreas Melcher, Head of Global Assessment & Selection at Credit Suisse

About cut-e: Founded in 2002, cut-e (pronounced ‘cute’) provides online tests, questionnaires and gamified assessments. In May 2017, global professional services firm Aon plc acquired cut-e and integrated the company into its global talent solution. cut-e and Aon, as Aon Assessment Solutions, undertake 30 million assessments each year in 90 countries and 40 languages.