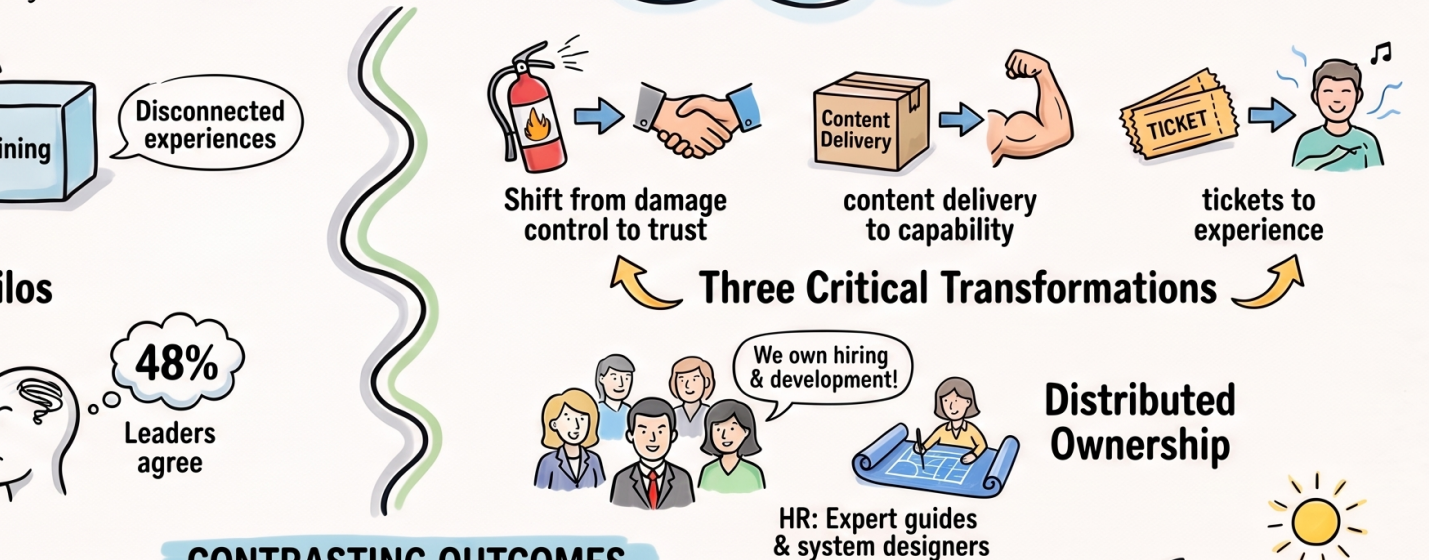
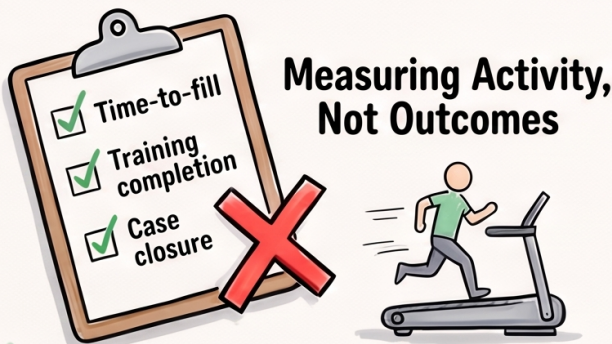
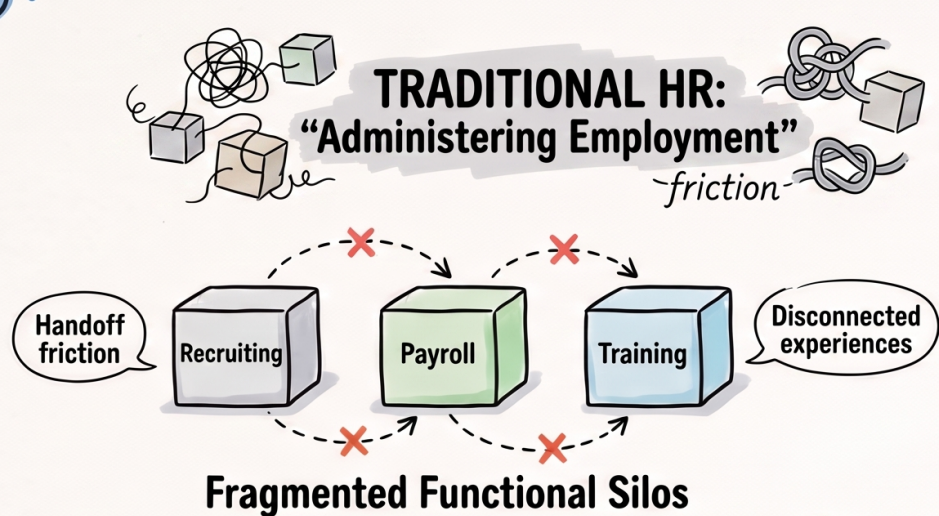


From HR Administration to Work Quality: The People Ops Revolution



CONTRASTING OUTCOMES	
TRADITIONAL HR (Activity)	PEOPLE OPERATIONS (Outcome)
Learning: Training completion rates	→ On-the-job capability growth
Employee Relations: Case closure and compliance	→ Trust architecture and fairness
Operations: Ticket volume and speed	→ Frictionless employee journeys

