

Benchmarking in Investment Recovery

Sean Byro, CMIR
VP- Investment Recovery Association



The Big Question-

Why Are We Here?

What We Do- The Essence of Investment Recovery

- Protect the Company
- Protect the Environment
- Protect the Bottom Line

Another Big Question-

But How Can You Be Sure?

Metrics Tell the Story

- Operations Reviews
- Environmental Reports & Audits
- Appraisal Reports
- Donation Reports

In Short-

Metrics Quantify the IR Existence

CAPS Research

- The CAPS Survey is the set of metrics defining our role in a company as a whole
- Arrives Every Two Years

CAPS Research

- CAPS Defines:
 - Best Practices
 - Costs / Benefits
 - Group Differentiation
 - HR / Org Composition

Best Practices

- How Do We Sell?
- How is that changing?
- Do we still “sell” that much anymore?

Best Practices

- *Sales methods: evolution of IR*
 - Survey showing increased use of technology (internet- social media)
 - Also shows an increase in 3rd party sales

Best Practices

- *Do we still "sell" that much anymore?*
- Yes, but...
 - Over half (55%) report waste stream management as primary service
 - One quarter report hazmat management

Best Practices

- *What does that mean?*
- IR is becoming more involved with sustainability, less concentrated on sales
- Partner to other business units

Cost Benefits

- IR is a _____ center
- Per CAPS, each IR employee has a cost-benefit ratio of __:1

Cost Benefits

- Average \$22k per transaction
- Average \$3.8M per employee

Group Differentiation

- Most are still in Supply Chain
- Most serve the entire company and are centralized

HR / Org Composition

- Reporting to Managers
- Almost half have degrees, and 15% have advanced degrees
- Nearly 25% have CMIR

Summary

- The CAPS survey is the benchmark of the IR *profession as a whole*
- IR is evolving both in style and scope