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At its HRO Today Forum EMEA conference in Barcelona, *HRO Today* magazine announced its [2023 Baker's Dozen Customer Satisfaction Ratings for RPO EMEA](#).

These much sought-after rankings are based solely on feedback from buyers of the rated services; the ratings are not based on the opinion of the *HRO Today* staff. We collect feedback annually through an online survey, which are distributed both directly to buyers through opt-in mailing lists and indirectly by sending service providers the link to send to their clients.

Once collected, response data are loaded into the *HRO Today* database for analysis to score each provider with a statistically significant sample. For this survey, five responses were required from a location in Europe and APAC.

To determine an overall ranking, the HRO Today research team analyzes results across three subcategories: breadth of service, deal sizes, and quality of service. Using a predetermined algorithm that weighs questions and categories based on importance, scores are calculated in all three subcategories as well as an overall score. The rankings are based on those scores. The numbers presented in the following tables represent those calculated scores; they are included to demonstrate the relative differences among the ranked service providers.

HRO Today's only influence on the outcome of this survey is that *HRO Today* will discard incomplete surveys or surveys outside the normal distribution. This means surveys that are too perfect to be possible or so negative that they are spiteful and inaccurate. Otherwise, *HRO Today* has no impact on the survey outcome. While HRO Today does not claim that our methodology is the only viable ratings program available, we vouch for its statistical validity. The hope is that this ranking provides some insight into a company's next RPO process.

### **Overall RPO Leaders in EMEA**

1. [Korn Ferry](#)
2. [Cielo](#)
3. [Hudson RPO](#)
4. [KellyOCG](#)
5. [Resource Solutions](#)
6. [Sevenstep](#)

7. [Page Outsourcing](#)
8. [WilsonHCG](#)
9. [Instant Impact](#)
10. [PeopleScout](#)
11. [Serendi](#)
12. [Gattaca](#)

### **Overall RPO Leaders in APAC**

1. [Hudson RPO](#)
2. [Korn Ferry](#)
3. [Resource Solutions](#)
4. [Harrier Talent Solutions](#)
5. [Page Outsourcing](#)
6. [PeopleScout](#)
7. [KellyOCG](#)
8. [Cielo](#)

Rankings were also announced for both regions in the following subcategories: RPO Breadth of Service Leaders, RPO Size of Deal Leaders, and RPO Quality of Service Leaders.

For the full list of Baker's Dozen Rankings for RPO EMEA and APAC, visit <https://www.hrotoday.com/news/talent-acquisition/rpo-staffing/2023-bakers-dozen-customer-satisfaction-ratings-rpo-emea/>.



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