Northstar CX Philippines, Inc.

A fictional customer-experience outsourcing company built to demonstrate how FitQ captures business context before candidate evidence is interpreted.

3,200 EMPLOYEES

1,200 HIRES/YEAR

24/7 OPERATIONS

MANILA + CEBU

The business environment FitQ must understand

Role alignment is meaningful only when the real work, constraints, and outcomes are documented first.

3,200	1,200	2	24/7
PHILIPPINES WORKFORCE	ANNUAL HIRES	DELIVERY LOCATIONS	SERVICE COVERAGE

01 Service portfolio

Voice, chat, email, technical support, and back-office customer operations.

02 Delivery footprint

Metro Manila and Cebu operations supporting domestic and international accounts.

03 Primary talent demand

Entry-level and early-career Customer Support Specialist I hiring at cohort scale.

04 Work reality

Rotating shifts, nights, weekends, holidays, on-site training, high queue discipline, and controlled escalation.

05 Business pressure

Maintain quality and attendance while filling classes quickly enough to protect client capacity.

06 FitQ objective

Make role conditions and working-pattern evidence visible before final interviews and training-seat commitment.

A measurable commercial exposure

The values below are planning assumptions for the synthetic company, not claims about FitQ outcomes.

1,200	28%	PHP 75K	PHP 25.2M
ANNUAL HIRES	90-DAY ATTRITION	LOADED FAILED-HIRE COST	GROSS ANNUAL EXPOSURE

ADDRESSABLE HYPOTHESIS

25% of exposure = PHP 6.3M

A planning envelope used to decide what the pilot should measure.

PILOT BREAK-EVEN LENS

2 failed-hire costs

PHP 150K pilot divided by PHP 75K assumed cost.

Commercial discipline: replace every assumption with client-verified data and separate observed change from causal claims.

What Northstar CX wants the pilot to answer

One role and one controlled cohort create a bounded test of usefulness, safeguards, process change, and commercial value.

FIVE PILOT QUESTIONS

- Does a visible role blueprint improve interview consistency?
- Do candidate profiles reveal useful strengths, tensions, and unknowns?
- Can the process reduce avoidable interview rework?
- Can hiring evidence be connected responsibly to training and early-tenure outcomes?
- Is the evidence useful enough to justify the cost and candidate effort?

BOUNDARIES AND OWNERSHIP

- Client results are aggregate by default.
- Candidate-level interpreted profiles require candidate permission.
- FitQ does not automate rejection or issue a universal fit score.
- Northstar recruiters and hiring leaders retain every employment decision.
- Performance and retention claims require verified outcome evidence.

Synthetic company: all names, operating figures, hiring assumptions, and commercial scenarios in this document are fictional and intended only for FitQ engine testing.