



Florida Sterling Council

Benchmark with Great
Companies



Background Info

Landrum Professional Employer Services, Inc. joined the Florida Sterling Board after receiving the Governor's Sterling Award in May, 2007. Landrum is a Professional Employer Organization (PEO) and, along with Landrum Staffing, Landrum Consulting, and Landrum Administrative Services, make up Landrum Human Resource Companies, Inc., a 37 year old firm based in Pensacola, Florida with branch offices in Panama City and Jacksonville, Florida.

Landrum is represented on the Board by Ted A. Kirchharr, Vice President and Chief Operating Officer of Landrum Professional. Kirchharr is a University of West Florida graduate and earned his Masters Degree in Organizational Administration from Central Michigan University. He joined Landrum in 2003 as the Director of Strategic Initiatives in charge of Landrum's quality improvement efforts, including their Challenge application in 2005. Landrum's existing Strategic Planning process was taken to a much higher level as Kirchharr employed a goal tracking and execution process, quality tools for process improvement and initiated systematic employee satisfaction practices. Kirchharr was promoted to his current position in June 2006. Landrum Companies has been recognized as one of the 25 Best Small Places to Work in America by the Society for Human Resource Management and the Great Place to Work Institute for 2005, 2006 and 2007.

Landrum is a value-based company of interconnected systems, processes, and talented people working together in concert to produce and deliver value-added Human Resources (HR) services and Fortune 500 benefits to over 550 customers and 10,500 active employees in 20 states. We partner with clients in a special co-employment relationship to help manage and resolve HR issues in pursuit of our Core Purpose: To make our clients more successful. Our partnership provides our clients the needed time to focus on their key value products and services vital in meeting their own customers' requirements.

Landrum Professional's focus is on the customer - to provide quality HR services driven by customer requirements. Our target market is organizations with 15 to 250 employees. Our staff is educated, experienced, certified, highly trained, and empowered to deal directly with our customers. Our employees love what they do!

"The Sterling Challenge assessment was a great process to begin our small business's pursuit of excellence. The site visit and feedback report we received based on the detailed examination helped us to focus on improvements in our company and prepare our employees for the more detailed Governor's Sterling Award application. Both processes helped us focus on the leadership systems needed to sustain our competitive edge and return on investment."

H. Britt Landrum, Jr.
President and Chief Executive Officer

Key Competencies

- Strategic planning proficiency
- Service industry perspective
- Human resource expertise
- "Know your Customer" service model
- Employer of choice know-how
- Diverse client base/industry knowledge
- Unique capacity management system
- Community leadership role model

Sterling: The *Competitive Advantage*

