

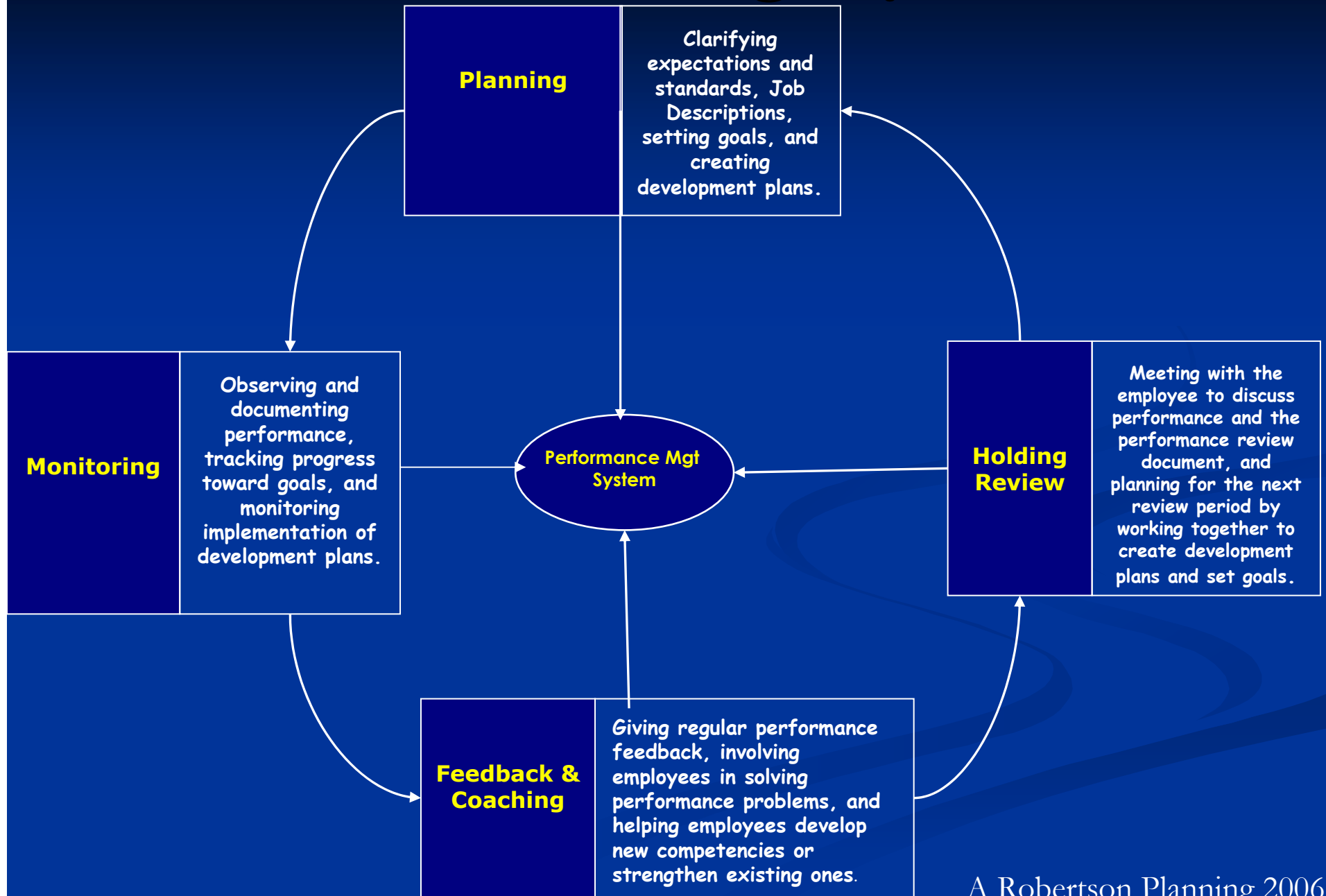
Performance Management

A Robertson Planning 2006

What Is The Performance Mgt System

- Method of recognising performance
- A consistent way of giving 2 way feedback
- Provides developmental opportunities
 - Personally
 - Professionally
- Enables the business to set expectations
- Sets and creates benchmarks
- Allows scorecard tracking

Performance Mgt Cycle



Performance Mgt Process

- Annual Review each year
- Quarterly reviews to provide feedback
- Reviews can be combination of
 - Self assessment
 - Manager input
- Future goals to be set
- Development plan created

What is in the review process

- Assessment of performance in
 - Competencies (Where Appropriate)
 - Communication
 - Co-operation
 - Customer Service
 - Dependability
 - Job Knowledge
 - Judgment
 - Problem solving
 - Quality
 - Quantity
 - Sales

What is in the review process Cont.

- Assessment of
 - Current Goals
- Establishing Future goals for next Period
- Creating a development plan

What is outcome of Review

- A review document detailing all aspects of review
- Development plan that the business will support
- Reward & Recognition
- Performance based Remuneration
- Electronic based documentation

Features

- Job Descriptions
 - Job Library
 - Competency based
 - Customisation
 - Electronic
 - Exportable to other formats
 - Interview templates
 - Report Capability

Features

■ Performance Review

- Competency based
- Customised Weighting scales
- Goal/KPI/Scorecard tracking
- Future Goal setting
- Development Planning
- Summary Reporting
- Electronic
- Automated reminders
- Performance Manager Feature-Electronic Tracking

Next Steps

- Review Current system
- Clarify Requirements
- Assess suitability of tools
- Prepare Recommendations
- Conduct Trial/Detailed Demonstration
- Establish Implementation Plan & Timetable