



## Case Study: Automation of Performance Management

### Business Problem

Our client, a global mining concern had a sophisticated performance management methodology and robust company Balanced Scorecard.

With over 2000 exempt employees, the existing manual administration of reviews, scorecards, and compensation was clumsy and time consuming. While our client was a “learning organization,” there was no systemic approach to tying competency development needs to specific training and learning opportunities.

### The Solutions

OPTIMIZE built a fully integrated performance management solution and corporate university that automated the client’s existing performance management model. The system, with more than 2000 users and available in 6 languages throughout the United States, South America and Europe, provided a structured approach to completing the performance cycle including scorecards, midyear reviews, performance reviews and learning plans utilizing a web based technology.

### OPTIMIZE Activities

The OPTIMIZE Client Team:

- Created a web based version of the client’s performance management system
- Provided access to users to over 500 learning resources, pulling from a customized database of learning resources tied to the client’s competency models.
- Customized web forms that integrated employees performance reviews with up to 10 scorecard items that are tracked and reported to management
- Designed and delivered an automated compensation system that auto-populates and calculates merit pay in multiple currencies based on the quantifiable results of each employee

### Outcomes

- Our client has the ability to monitor development by competency for the entire organization or within specific work teams
- Cycle time to complete reviews has been reduced by 20%
- HR administration of merit pay planning was reduced by over 160 annual man hours
- Our client can track statistics on learning plan development and usage of specific training and learning resources
- Our client has the ability to compare training activities with performance results