



“emPerform will facilitate the semi-annual review process and allow employees to focus on contributing to the success of C&K Management, not filling in paperwork.”

Ratnavalli
Group Head HR
C&K Management

Solution provided by:



About Corporate Renaissance Group

Established in 1989, Corporate Renaissance Group (CRG) is a global provider of innovative solutions that drive better business management and performance. With expertise in business management applications, CRG has established itself as a leading provider of solutions that drive operational effectiveness. CRG, a Microsoft Gold Certified partner, is headquartered in Ottawa, Canada, with offices in the United States, South Africa, and India.

For more information about CRG please visit www.crgroup.com.

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Overview

C&K Management's employee appraisal process was paper-based, time-consuming and often ignored by employees. C&K Management was placing a greater importance on appraisals as they represented a significant portion of the employee performance management system and corporate balanced scorecard. In an effort to automate the employee appraisal process and encourage their completion, C&K Management selected CRG emPerform, a web-based performance appraisal system. emPerform has helped C&K Management reduce paperwork, improve the quality and timeliness of the appraisals, and align corporate and employee goals.

Situation

C&K Management, based in Hyderabad, India, offers services in the areas of learning and content management. With over 350 employees, they specialize in eLearning, instructor-led learning, print content, and web content development and management.

In an effort to measure and manage corporate performance, C&K Management implemented a Balanced Scorecard. A significant component of the balanced scorecard was a performance management system.

Two paper-based employee reviews were completed during the first 18 months of the performance management system. During

the evaluation process, C&K Management uncovered a numerous issues with the process.

Additionally, the employees did not see the need for, or the benefit of, the entire evaluation process. As a result, the employees were placing a low importance on the completion of their appraisals.

Their evaluation process was very labour intensive. Human resources spent a great deal of time following up with employees and managers regarding the status of their evaluations. Additionally, the amount of paperwork that was being generated was staggering. In fact, the evaluation cycle was experiencing delays in the neighbourhood of three to four months.

Finally, feedback and communication needed to be built into the process. Employees needed to see how their activities and actions contributed to the success of the organization.

Solution

C&K Management began to search for an employee performance appraisal system that could automate their current evaluation process. Having already developed an employee performance management system, they did not want to have to change their process to fit the software. Additionally, the solution had to be easy enough for all of



their employees to use, no matter where they were located in India.

After an extensive search and evaluation process, C&K Management selected CRG emPerform, a web-based employee performance management solution from Corporate Renaissance Group. Easily configurable to meet the specific needs of most organizations, emPerform is easy to use and automates many of the processes and activities involved with a performance appraisal, including workflow notifications, monitoring and reporting. "Automating the employee appraisal system will allow C&K Management to enhance performance monitoring with semi-annual assessments without increasing the amount of paperwork," said Ratnavalli, Group Head HR for C&K Management.

"emPerform will allow us to increase our efficiency when we complete our employee appraisals."

Ratnavalli
Group Head HR
C&K Management

Benefits

Reduced paperwork

Completing the process online reduced the amount of paperwork that was involved. Additionally, it was easier for Human Resources to monitor the process, ensuring

everything was accurately completed on-time. emPerform can also support C&K Management's expansion across India, accommodating the increased number of employees, without increasing Human Resource's workload and paperwork.

Aligned performance and corporate goals

Employees were able to clearly see how their activities and actions contributed to C&K Management achieving their corporate goals. The annual appraisal became relevant to the individual employee.

The reporting features of emPerform are used to identify trends and develop new performance metrics for the balanced scorecard and performance management system. C&K Management was able to align their rewards and recognition program with the actual performance results of the employees.

Easy to use

All employees, regardless of their physical location, were able to use emPerform to fully complete their evaluations, on time. Employees were guided through the entire evaluation process, step-by-step, with email reminders and system generated tasks. emPerform provided employees with a number of tools, such as spell check and libraries, to help them accurately complete their own appraisal.

All employees had the same experience,

regardless of where they were located in India. According to Ratnavali, "Employees all over India are able to complete their appraisals in a format they are familiar with, at their convenience, in their own language."

Increased awareness of the review process

A number of actions taken by the company signaled the importance of the process; as a result, the entire evaluation process gained greater visibility. First, the process was linked to the balanced scorecard through the performance management system. Secondly, the company invested in and implemented an employee management solution, emPerform, demonstrating the importance of the entire process.

Finally, all employees were able to clearly see the criteria on which they were being rated, as well as the rating scales themselves. This helped to demonstrate to each employee how their skills and behaviours were linked to the corporate goals and how they contributed to the company's success.



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