



OUR PERFORMANCE APPRAISAL

WHY USE A PERFORMANCE APPRAISAL

Employees are your organization's greatest assets. To make sure that you are maximizing your return on these assets, it is critical that their performance be analyzed objectively and repeatedly. The Performance Appraisal process is the solution.

The purpose of the Performance Appraisal is to allow you to evaluate and develop an individual's performance. It should be used as a tool to encourage your best performers to maintain their high level of performance and to motivate poor performers to do better.

Benefits of an objective Performance Appraisal process include:

- Provides objective analysis for promotion or compensation considerations
- Asset allocation - making sure the right people are in the right jobs
- Identification of training/development needs to reach maximum effectiveness
- Identification of employees who have the potential for advancement or who might be better suited in other areas of the organization
- Reduced turnover costs - identifying problem areas before it is too late

THE PERFORMANCE APPRAISAL OBJECTIVE

The primary function of the Performance Appraisal is to provide insight into how an individual may improve his or her effectiveness in the job environment. In order to achieve this objective, it is essential to recognize achievements, identify development objectives, provide positive input, and create a plan to facilitate higher levels of achievement in the job.

As a tight labor supply has once again made it an applicant's marketplace, leaders in the HR field are now heralding the necessity for employers to focus on:

- Attracting the right job seekers to apply
- Effective screening techniques to identify applicants who best fit each job opening
- Retention of top performing managers, supervisors and employees

Effective Performance Appraisals are critical to accomplishing the retention objective.

WHAT CONSTITUTES AN EFFECTIVE PERFORMANCE APPRAISAL?

For a Performance Appraisal to be effective, it must focus on an appraisal of an employee's achievement of the critical objectives of the position. Thus, a Performance Appraisal must be developed for each job category regardless of level in the organization to allow the reviewer to quickly and objectively review the employee's achievement of critical performance objectives, and provide meaningful insight that leads to higher levels of achievement.

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HOW OUR PERFORMANCE APPRAISAL WORKS

The Online Performance Appraisal system gives an employer the ability to customize the Performance Appraisal process to reflect the organization's needs. The Online Performance Appraisal is an easy-to-use template for tailoring each Appraisal to the core values of the organization, as well as the key objectives and competencies required for each position. No more cookie-cutter performance reviews. The Online Performance Appraisal provides a customized, objective tool for evaluating employee performance.

The Online Performance Appraisal System provides the following functionality:

1. Creation of Performance Appraisal Templates - Each employer receives unique access codes enabling levels of access to the Online Performance Appraisal system as determined by the employer. Each employer may create unlimited Performance Appraisal Templates unique to each job category. Each Performance Appraisal Template is stored for future use.

When creating a Performance Appraisal Template online, creators may choose from four optional sections to include in the template:

- Contribution to achievement of the Organization's Core Values
- Contribution to achievement of the Organization's Objectives
- Achievement of the critical functions of the job
- Up to 16 of the most common competencies used by organizations in America

When an optional section is chosen, the creator then enters the data for that section as it pertains to their organization and the respective job category in the organization. Once a template is created, a ranking mechanism is automatically activated for each section of the template that provides a numerical scale for rating employee performance as well as text boxes to allow input of specific comments relative to each rating.

2. Using The Performance Appraisal Templates

Once the template for a job category is created, the employer enters the names of the employees in that job category to be appraised, the projected date of the appraisal, the appraiser's name and ability to notify by email the appraiser of the need for the appraisal to be completed on or before the scheduled date and that the Performance Appraisal template is ready for their use. As an option, an employee to be appraised may also be emailed the appraisal template for their job to complete as a self-appraisal prior to meeting with their supervisor to discuss the appraisal results. In the appraisal meeting between supervisor and employee, both discuss the appraisal(s) and develop the Performance Development goals that may be added to the appraisal to produce the final appraisal report. Completed Performance Appraisals may be emailed for approval at higher levels if desired.

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WHY THE ONLINE PERFORMANCE APPRAISAL PROCESS IS UNIQUE

The Online Performance Appraisal system is designed to work in conjunction with the Achiever Assessment system. Many employers use the Achiever Assessment in both the selection and Performance Development process making it a natural fit to include the Achiever Assessment results in the Performance Appraisal process. The Achiever Assessment allows an employee to go online, answer questions about the requirements of their job, and then complete the Achiever assessment. The Achiever provides an objective comparison of the employee's aptitudes and behaviors to the job requirements.

When supervisors have access to this totally independent and objective assessment of the employee to the requirements of the job, it is much easier for the supervisor and employee to establish areas of development. Additionally, the Achiever Assessment provides development suggestions that can be incorporated into the Performance Development goals of the Performance Appraisal report. This objective assessment of the employee relative to the requirements of the job, when combined with the job specific Performance Appraisal, provides the best approach possible to achieve the organization's Performance Management Objectives.

BENEFITS OF DATA RETENTION

The Online Performance Appraisal system maintains data on employees who have been appraised or have yet to be appraised, facilitating searches by name or job category. And, since each appraisal includes an overall appraisal score, employers can mine this data when making job promotions or succession planning. Additionally, the system retains an employee's appraisals over a period of time making it easier to validate the employee's performance improvement through successively improved appraisal scores.

SYSTEM AVAILABILITY/SECURITY

Each employer's Performance Appraisal System is housed on a secure server farm incorporating real-time backup capability. The system is operative 24 hours a day 7 days each week with toll free live support for users available 8:00 AM -5:00 PM Central Time, Monday through Friday. All data is secure through standardized internet security protocols and is the sole and exclusive property of the employer.

PERFORMANCE APPRAISAL

Call for pricing information

VOLUME PRICING AVAILABLE

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SUCCESS STORIES

North American Lighting - CRI provides Best Practices assessment technology known as the Scoreboard to select employees to work in teams for plants that manufacture lighting harnesses for Mercedes, Toyota and Nissan. These plants now have the highest production levels, fewest quality control problems, the highest employee retention rate and the lowest workers' compensation costs of any other plants of their kind in the United States.

Nextel - CRI utilized the Achiever to assess Nextel's most successful salespeople to establish success benchmarks. CRI then assessed over 500 customer service people to determine which met the benchmark aptitudes and behaviors for success in sales, thus enabling management to make more objective decisions as to which customer service people to move into sales.

Red Robin Restaurants - CRI provides Best Practices assessment technology and web-based testing to select better managers to facilitate more rapid growth and productivity of Red Robin than other similar businesses in these economic conditions.

McGraw-Hill, Business Week and Standard and Poor's - The Achiever assessment technology was utilized in the Project Gold program, and is used by McGraw-Hill in its hiring process.

U. S. Army - CRI assessments have been utilized by the U. S. Army in the selection and development of Army recruiters to meet their recruiting objectives.

Universal Computer Systems - With over 2500 employees in the United States and more in foreign countries, UCS has been utilizing CRI assessment technology on applicants, regardless of levels, for years. Its president attributes much of its success to choosing the right people for supervision, management, sales, technology, etc., as a result of testing with the Achiever.

Talx - Received an award for being one of the best, fastest growing, small companies in America. They have about 1100 people and their president attributes much of their success to choosing the right people in a variety of different jobs, including top management, through the use of the Achiever.

Brinks Home Security - The Achiever has been a major contributor to the success of the sales and installation organizations of this national leader in home security.

Cintas Corporation - The Scoreboard assessment is used by this uniform company for hiring in twenty centers across America. Assessments are administered verbally to those applicants for whom English is a second language.

Cendant Companies - Wide user of the Achiever technology. Cendant Companies include Avis, Fairfield Communities, RCI, Century-21, CitiTravel, Budget and many others.

U S Food Service - The Achiever assessment technology helped this food service distributor establish benchmarks of successful customer service and sales employees within the organization. Utilization of these benchmarks has helped US Food Service increase sales and customer service.

Cici's Pizza - CRI has developed benchmarks for store managers, district managers and franchisees for this restaurant chain. The benchmarks are used in conjunction with The Achiever (applicant testing link) in the selection process to duplicate successful performers.

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