



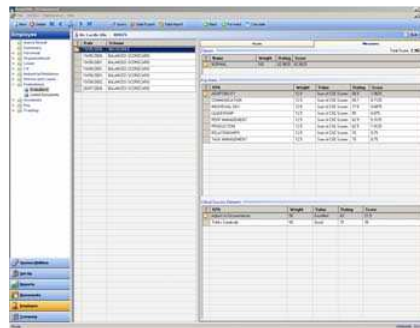
# Performance Management



Successful companies strive to evaluate and position the performance of their human resources based on measurable achievements as well as less quantifiable characteristics such as attitude, leadership qualities and communication skills.

They wish to measure these performances against benchmarks from an individual through to a company-wide level. The results of these measurements can then be compared against overall company performance targets. Excellent performance achieved can become a real competitive advantage whereas the inability to meet designated targets can be pro-actively addressed with remedial programs.

The ABSALOM Smart HR solution provides companies with this ability to measure performance and in doing so also helps the company instigate a culture of continuous improvement. Performance measurement will:



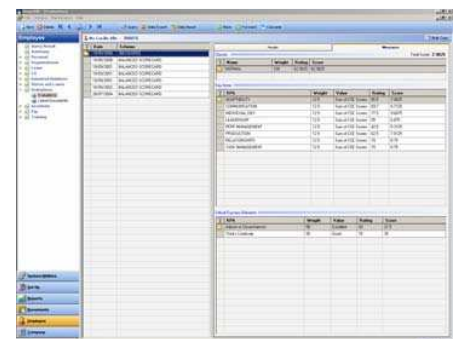
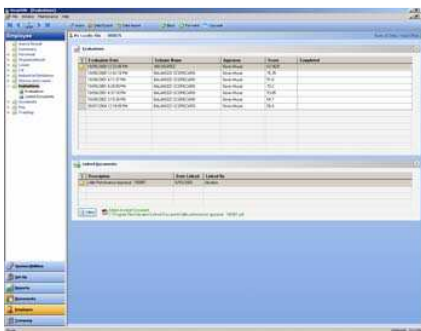
- Increase employee motivation to achieve beyond the average
- Allow management to better monitor people performance
- Provide the basis for fair rewards based on performance contribution
- Promote retention of top performers

The measurements can be flexibly structured based upon any number of evaluation criteria.

The ABSALOM Smart HR system allows the users to define and weigh each measurement both tangible, such as financial performance and intangible, such as customer satisfaction. For example, the former may have a weighting of 10 and the

latter only 6. A medium score for both will result in 5 for financial performance and only 3 for customer satisfaction. The structure of these measurements may span all levels of the organisation from individuals to any size business group in the company.

Each criterion can be defined as a Key Performance Area or KPA. Within each KPA, a number (unlimited) of associated Critical Success Elements or CSEs may be attached. Like the KPAs, these CSEs may also be individually weighted. For example, the KPA for customer satisfaction may have communication skills and adaptability tagged on as CSEs with each CSE having its own weighting for varying importance. The results of Performance appraisals can be measured against the company's pre-defined benchmarks.





The weightings may be continually refined to ensure that the evaluation processes remain contemporary, fair and objective.

The company may set up several evaluation schemes with the objective that each complements the other and each is appropriately recognised and rewarded when performance expectations are exceeded. To assist with the analysis, the system comes standard with:

- A comprehensive set of standard reports.
- On-line performance appraisals
- Complete historical record of all employee performance appraisals
- Capture of full performance evaluation reports
- An ad-hoc report writer and data extraction facility
- Powerful reporting at all (unlimited) levels from individuals to through to the global organisation
- Tagging and appending of all documents and files pertaining to each performance evaluation

With the Absalom SMART HR Performance Management solution companies can:

- Quickly and easily identify star performers
- Instil fair and accurate performance measurements
- Reward fairly
- Reduce employee/employer arbitration
- Set high but achievable standards for all