

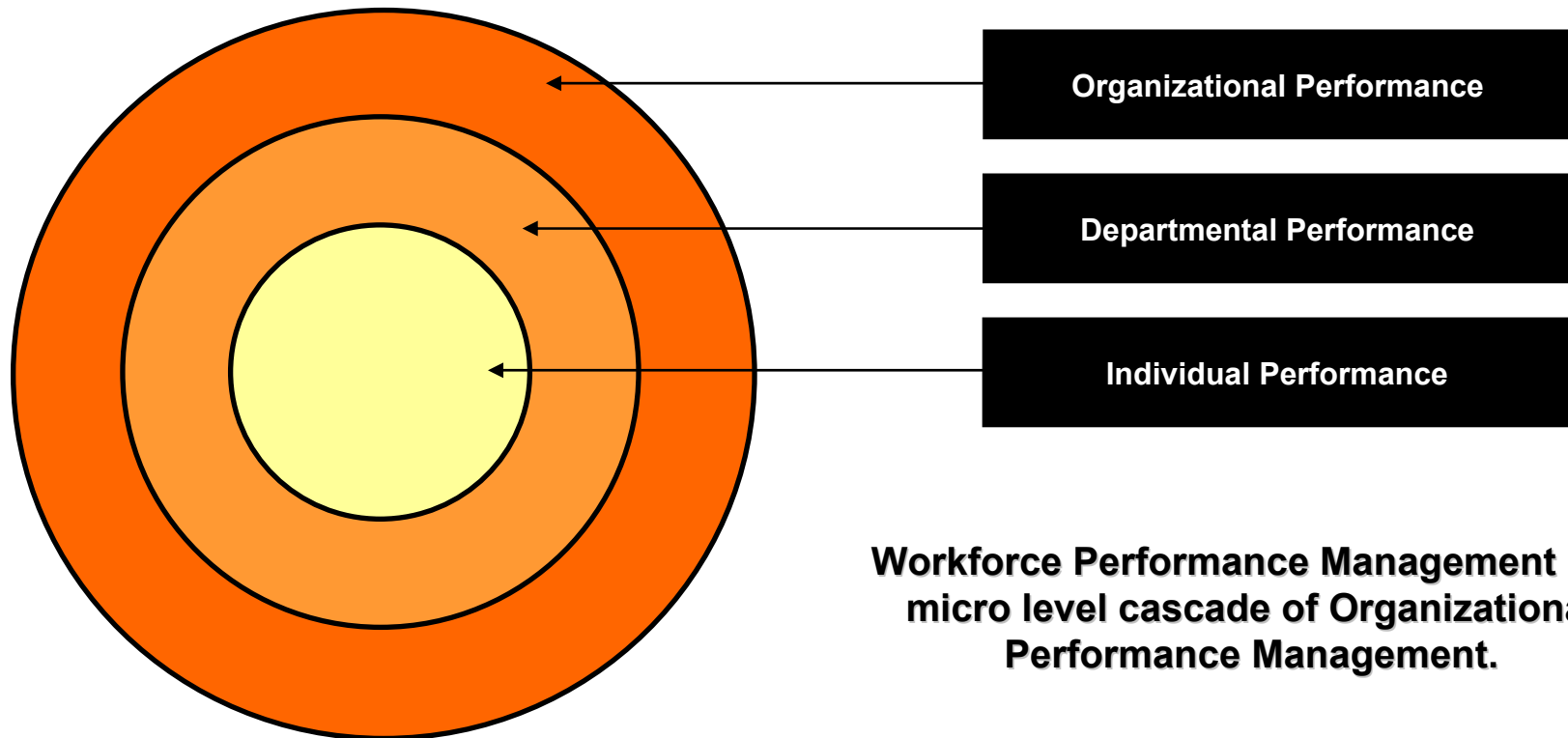


KaiZenHR Workforce Performance Management Presentation

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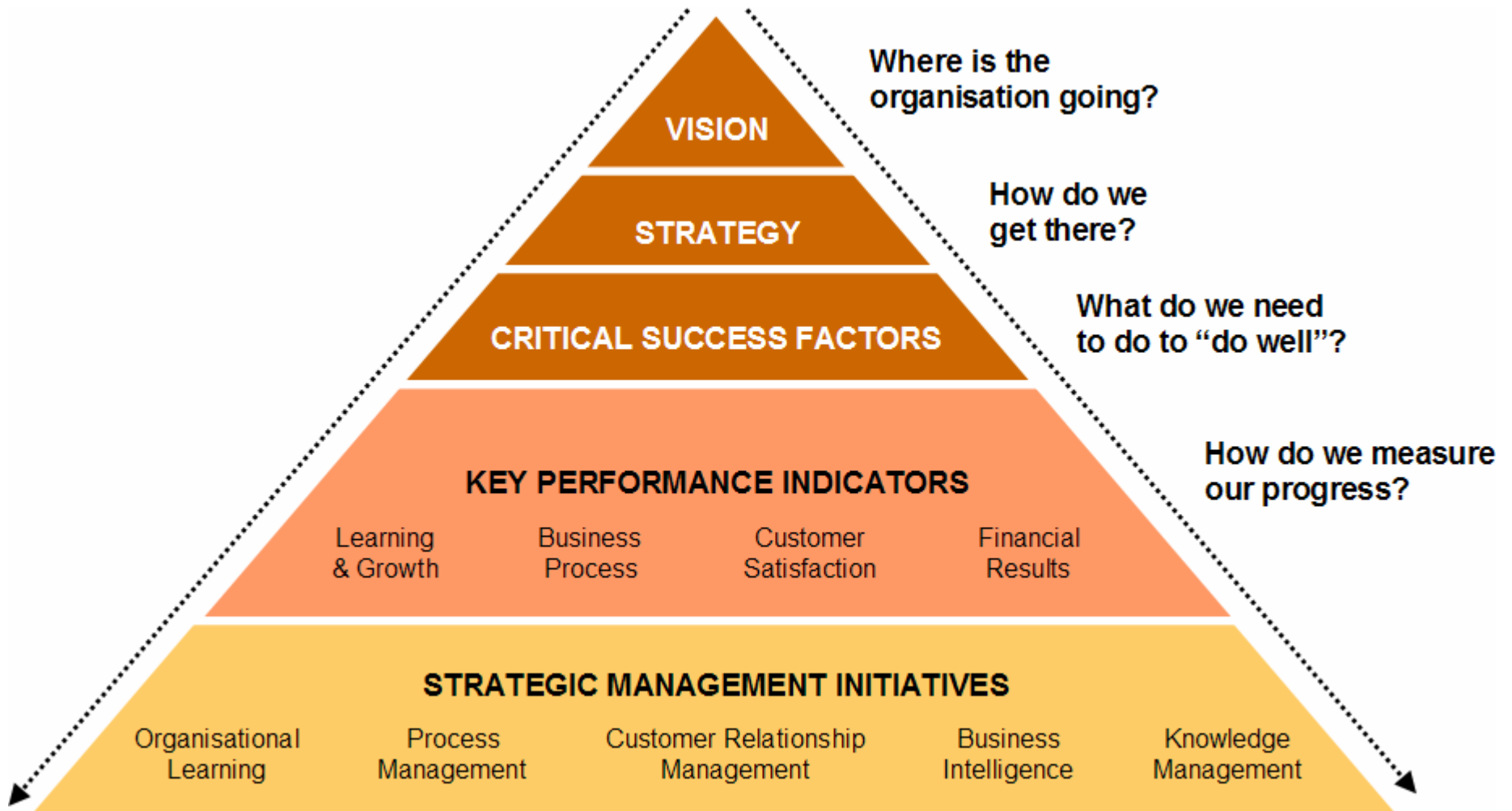
WHAT is Workforce Performance Management?

The Workforce Performance Management Equation

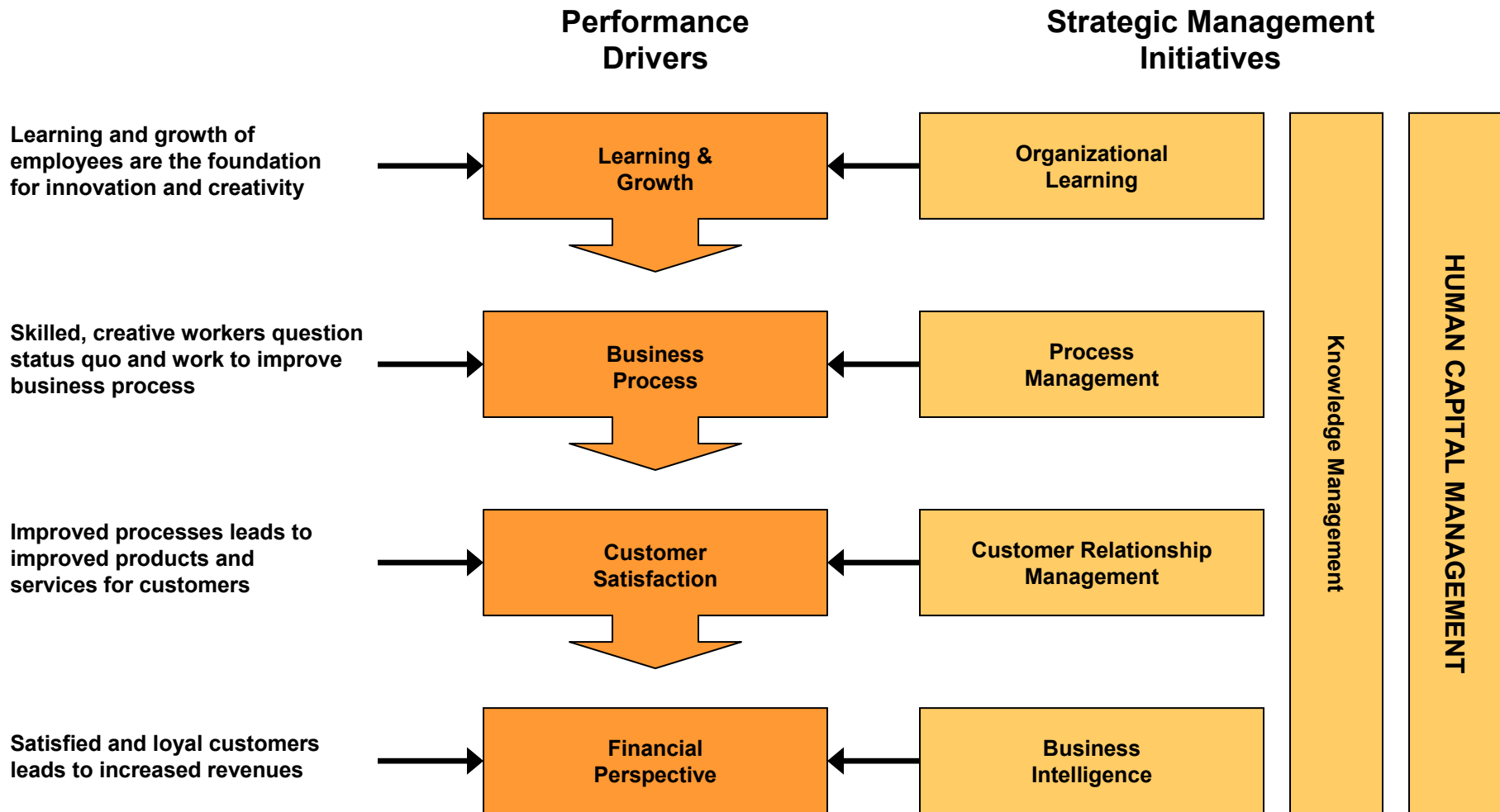


Workforce Performance Management = Organizational Performance Management

Organizational Performance Management

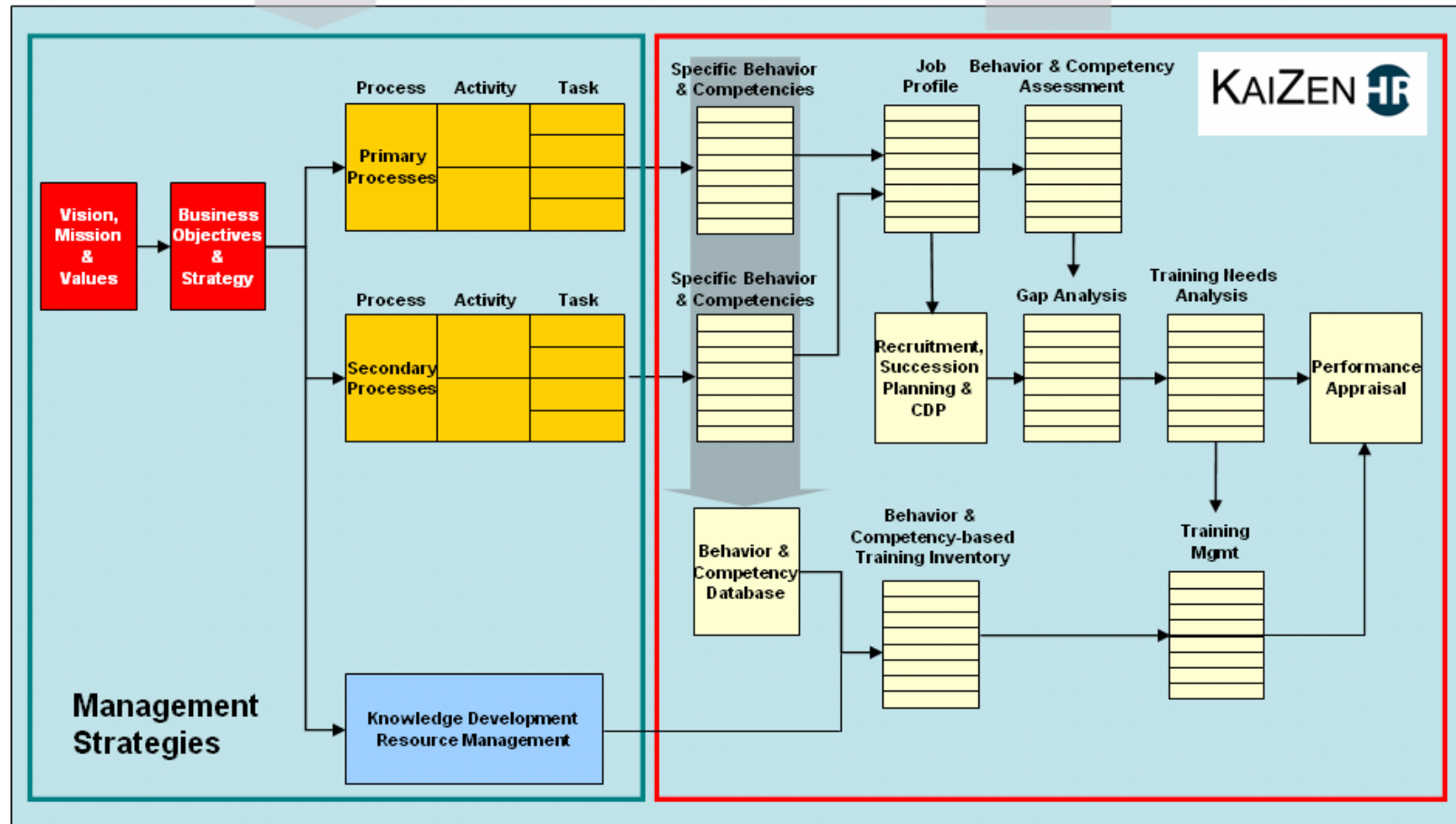


WHY is Workforce Performance Management Required?



HOW to Implement Workforce Performance Management?

SCORECARD MEASUREMENTS AND MONITORING

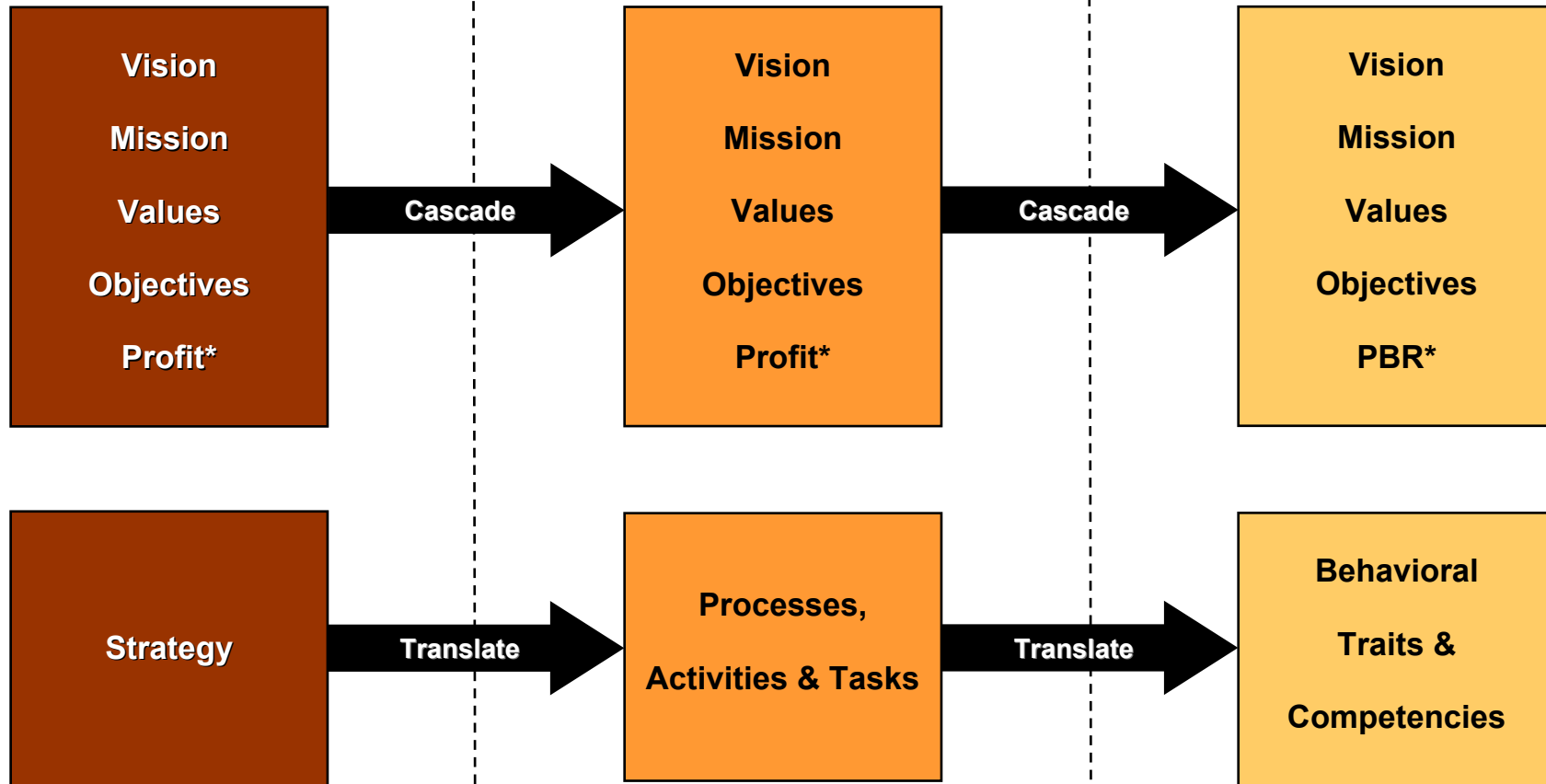


What to Cascade & Translate?

Organization

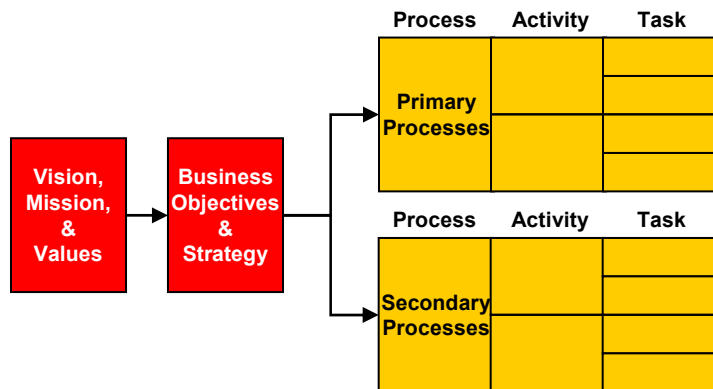
Department

Individual



* Performance Based Rewards is Optional

Why Translate Strategy to Process, Activities and Tasks?



Consider these strings of numbers:

a) 1,2,3,4,5,6,?,?

b) 74,38,29,45,59,82,?,?

Which is random?

Which is predictable?

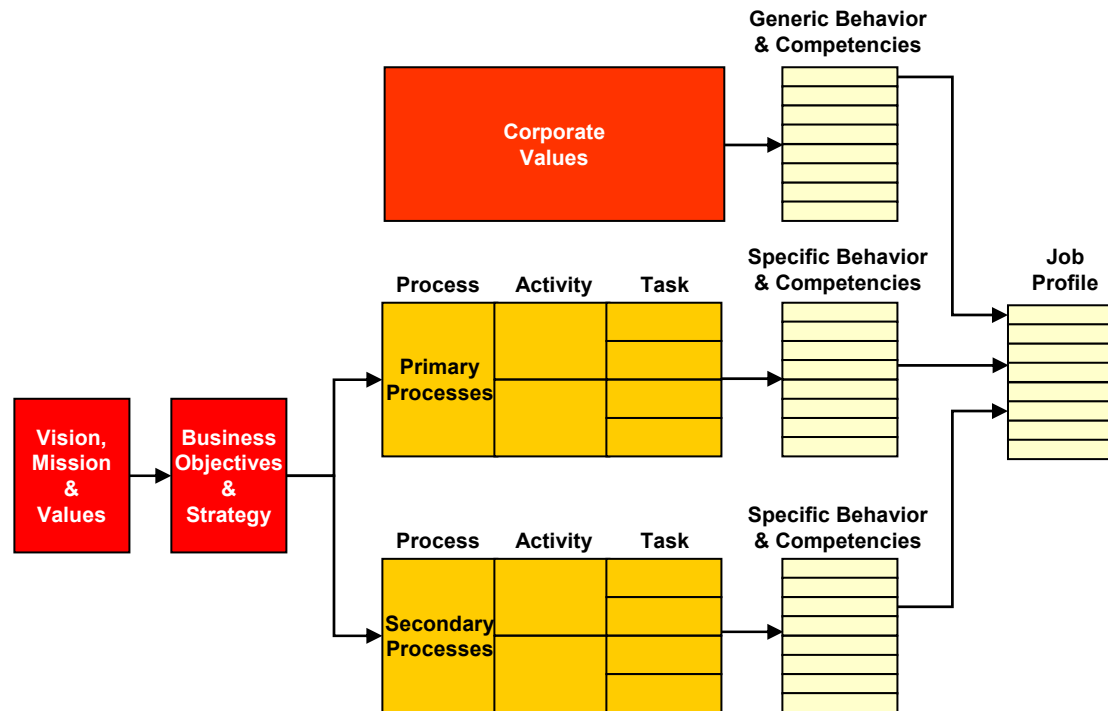
Lesson Learnt:

You cannot say, just by looking at the result of the strategy, whether the strategy that created those results is capable of generating predictable output. You must understand the process itself!

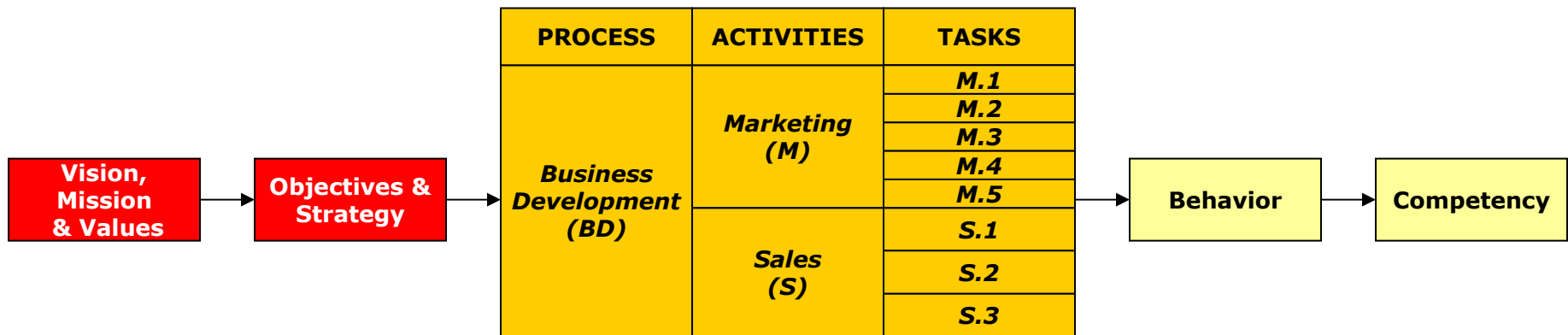
Benefits

- **Provides Alignment & Linkage**

- Organizational Vision & Objectives to Strategy
- Strategy to Processes
- Processes to Job
- Job to Employee



KaiZenHR Business Development Example



KaiZenHR Business Development Example

Marketing

- M1** Identify specific target customers and their needs
- M2** Development of pricing strategy
- M3** Estimation of marketing resource and capital requirements
- M4** Development of marketing messages and materials to communicate benefits
- M5** Development and execution of marketing and advertising strategies

Sales

- S1** Sell product and services
- S2** Development, submission & accuracy of sales forecasting
- S3** Negotiation of business terms

KaiZenHR Business Development Example

Sales

S1 **Sell product and services**

Objectives Measured

- **RM 10 Million per annum, RM 2.5 Million per quarter**
- **Converting at least 50% of leads generated to opportunities**
- **Converting at least 10% of opportunities to sales**

Behavioral Traits Required

- **Dedicated**
- **Passionate**
- **Professional**

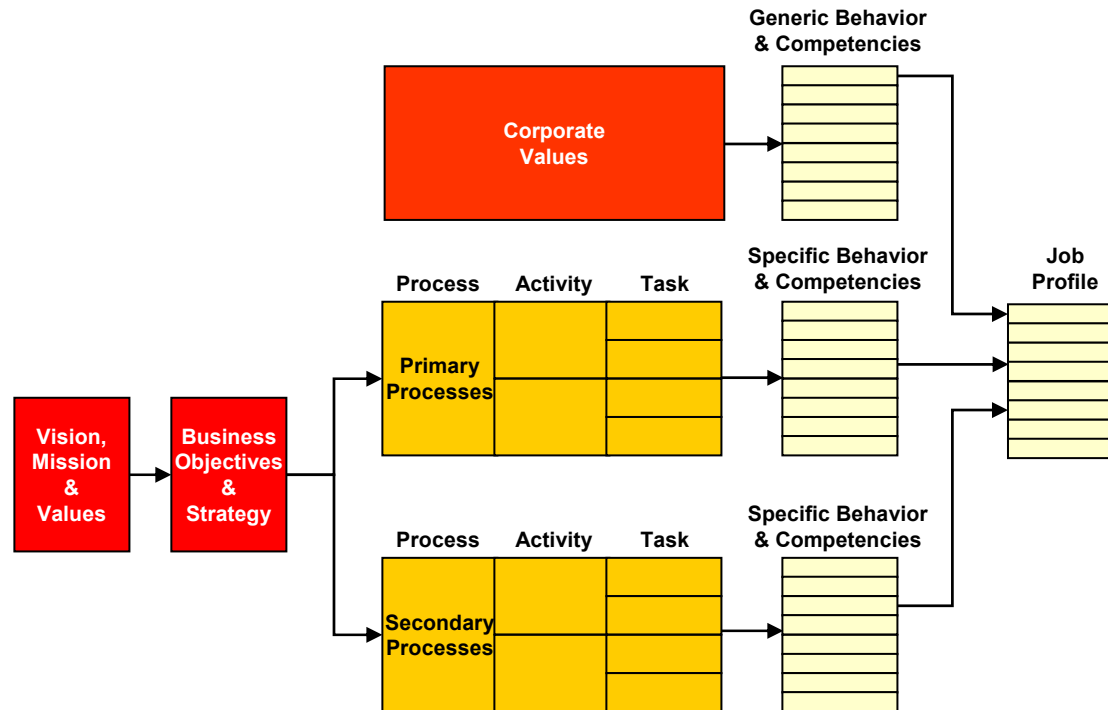
Competencies Required

- **Comprehensive Product Knowledge**
- **Effective Communication Skills**
- **Effective Presentation Skills**

Benefits

- **Accurate & Effective Job Profiling**

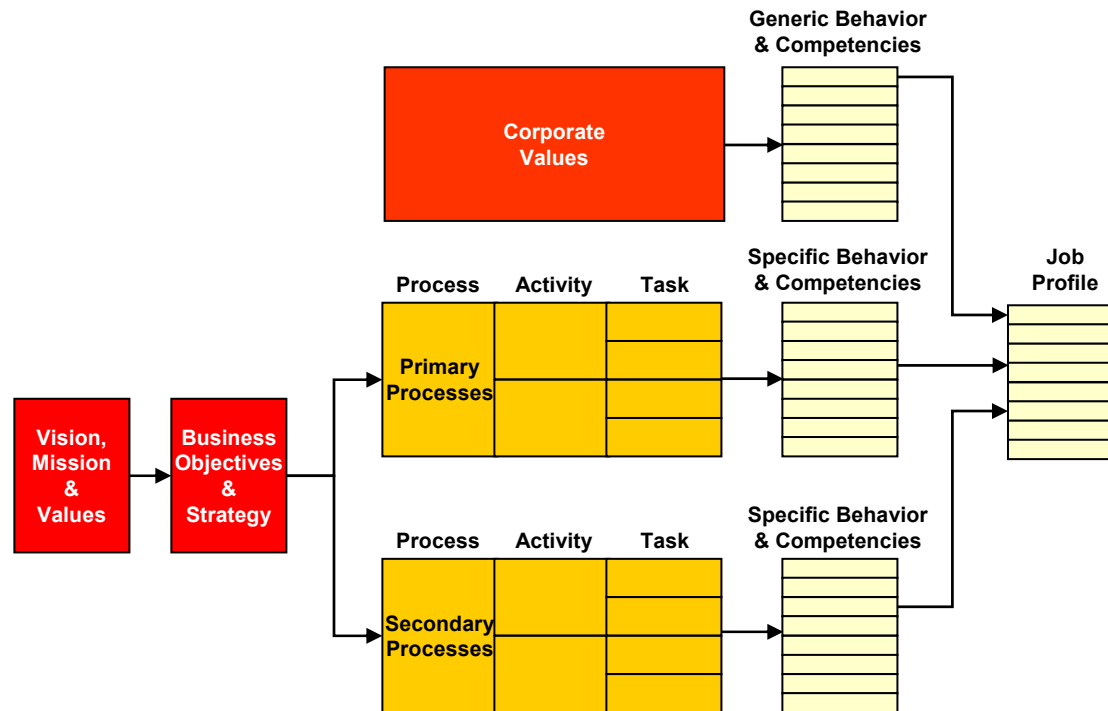
- Eliminates 'guess-timates' in Job Profiling
- Job Profile includes not only the full range of tasks an employee is to execute, it also includes the objectives, behavioral traits and competencies required to effectively execute the tasks



Benefits

- **Increased Employee Awareness**

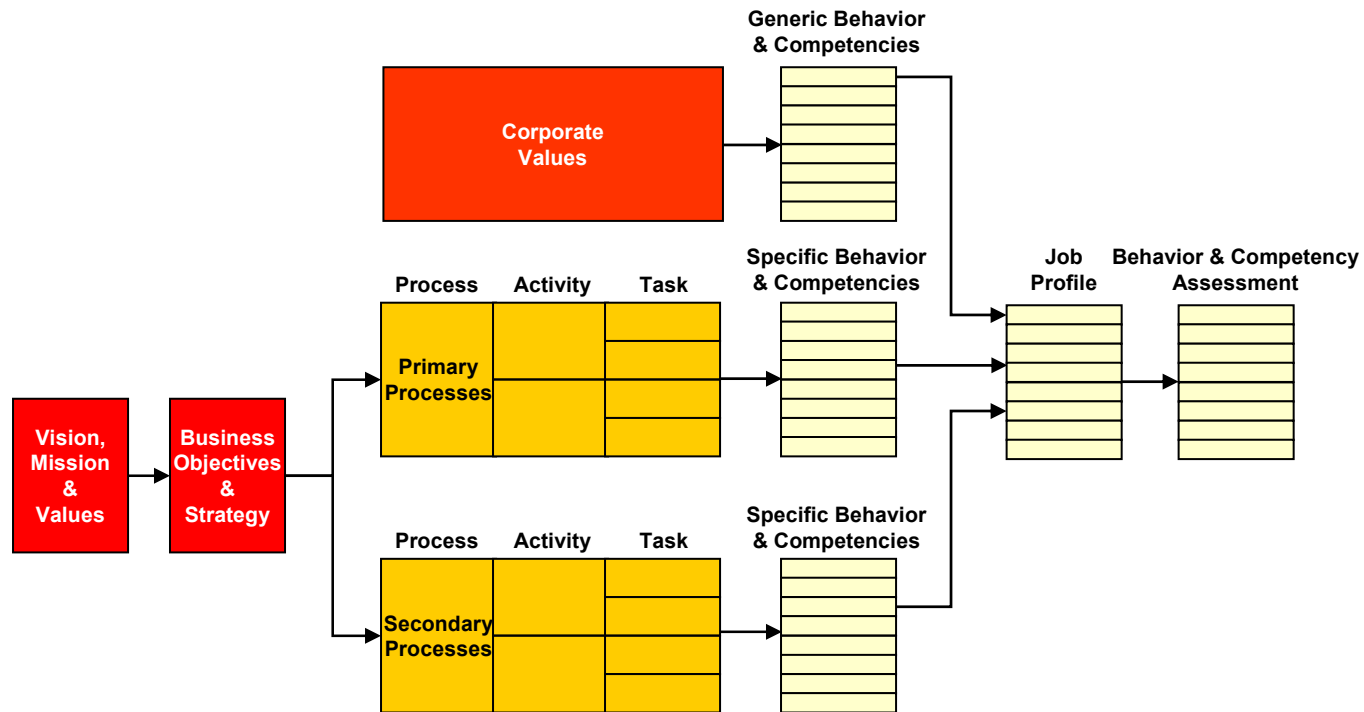
- Employees understand **WHY** they do their task and **HOW** it affects the organization
- Employees **KNOW** the objectives, behavioral traits and competencies required to do their job effectively



Benefits

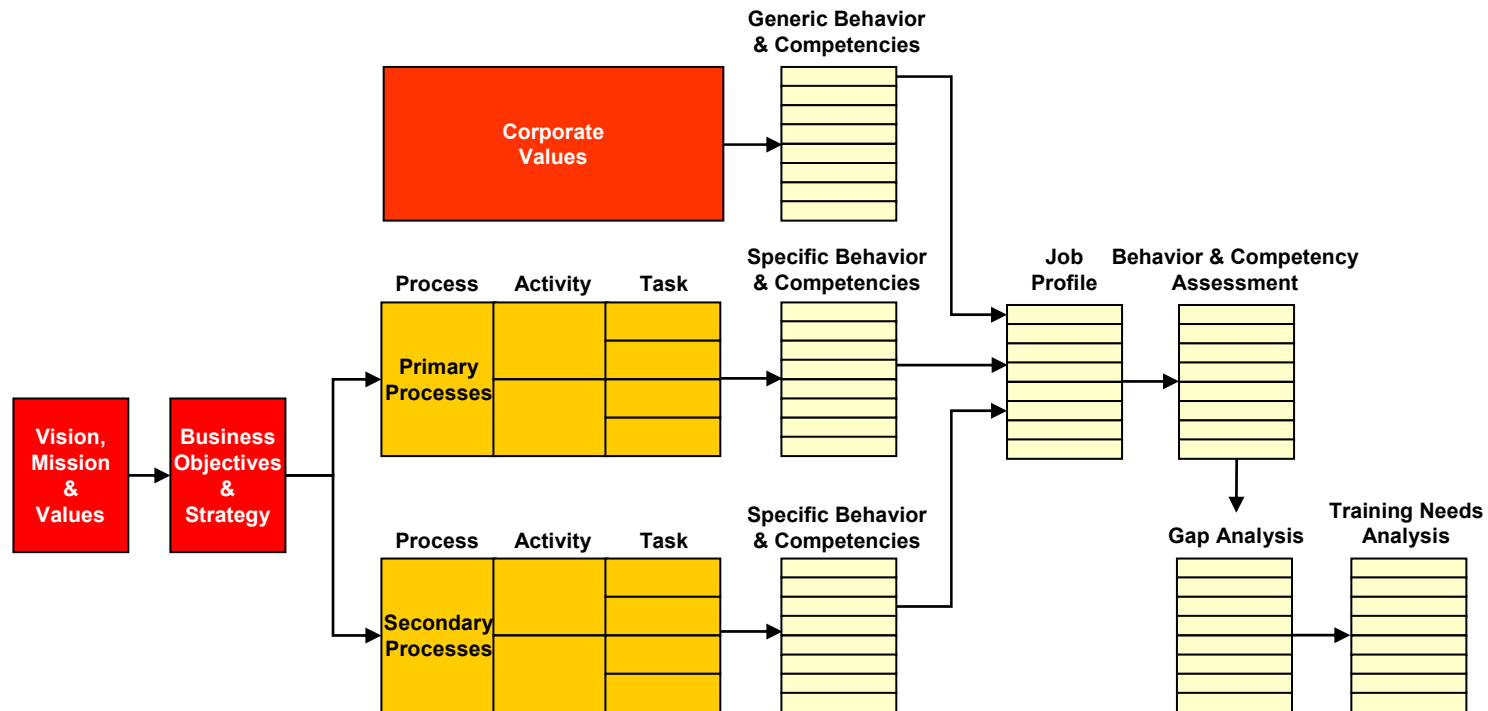
- **Effective Assessments**

- Assessments are based on the specific behavioral traits and competencies required by the job



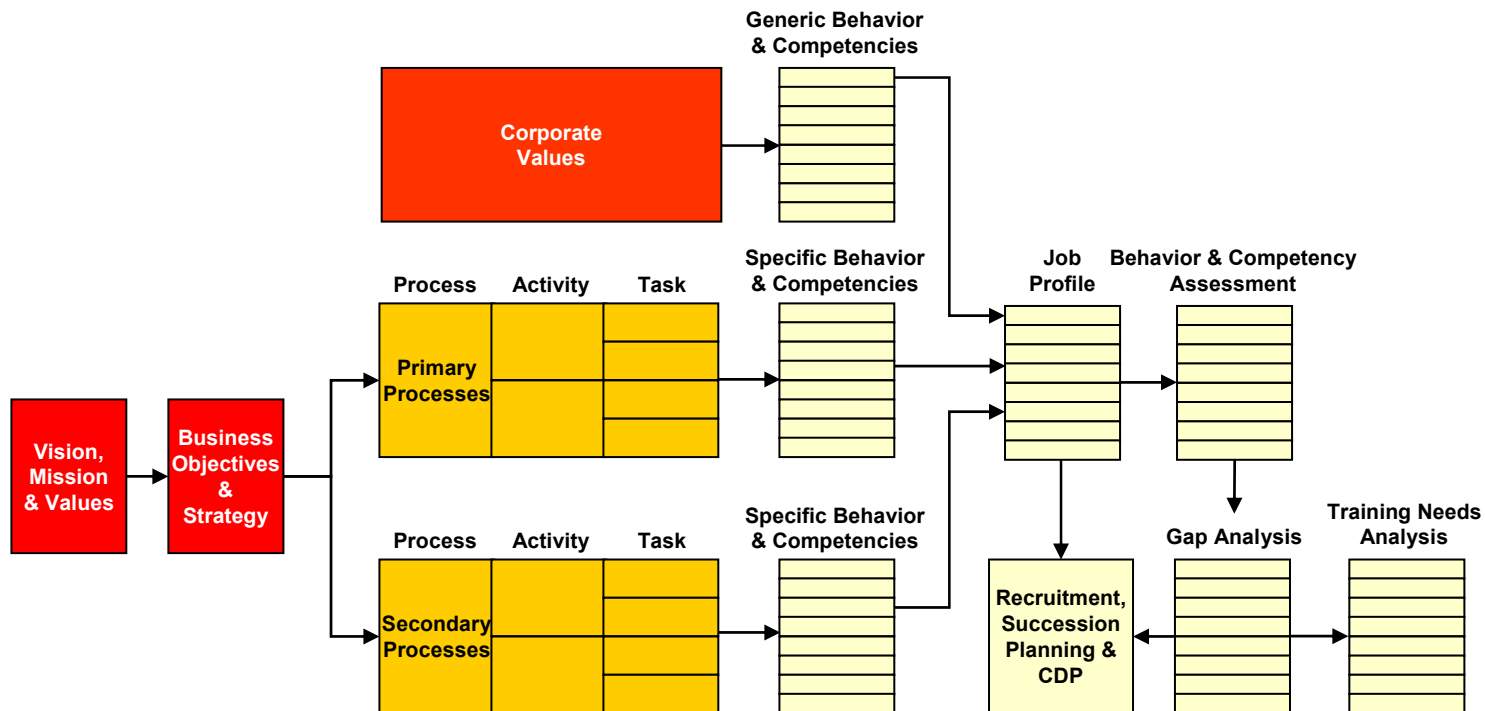
Benefits

- **Comprehensive Gap Analysis**
 - Behavior & competency gaps which inhibit the effective execution of strategy can be identified
- **Automation of Training Needs Analysis**
 - Allocation of training is based on behavioral & competency gaps
 - Employees understand WHY they need training and HOW it benefits them



Benefits

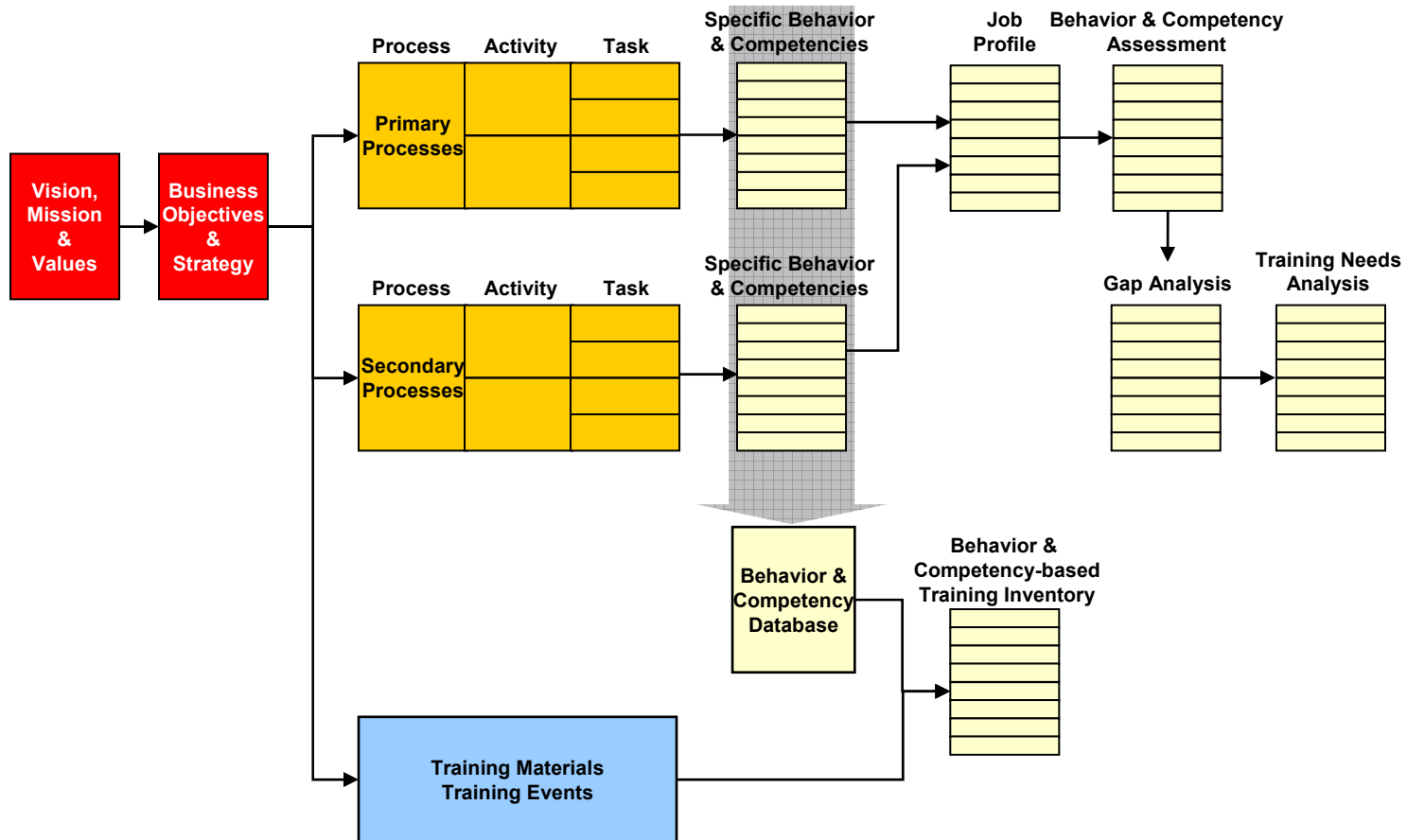
- **Effective Recruitment / Succession Planning / Career Development Planning**
 - Employee Recruitment / Succession Planning / Career Development Planning can be based on narrowing behavioral & competency gaps, thus, minimizing training expenditure



Benefits

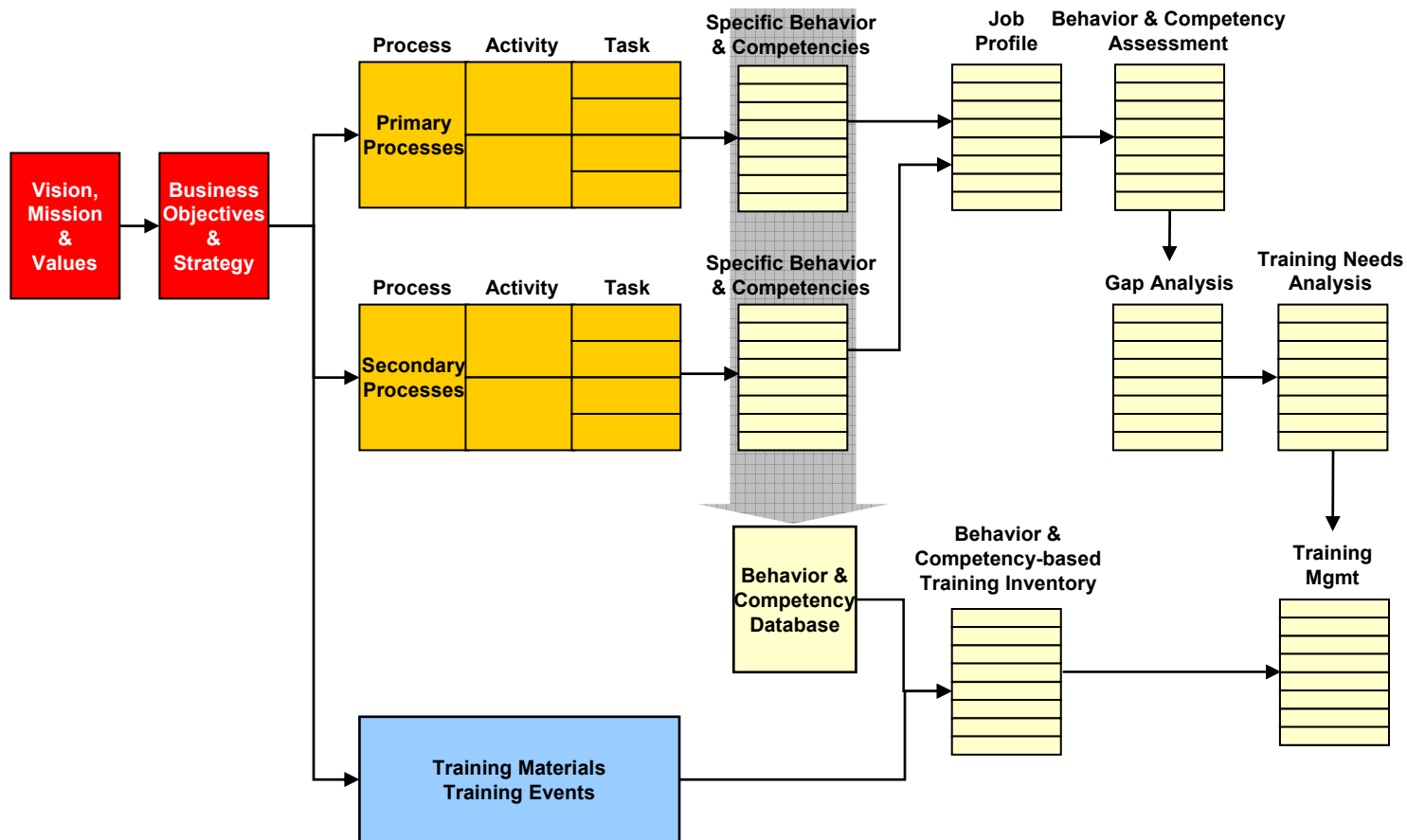
- **Behavior & Competency based Training Inventory**

- Eliminates scenarios where employees are sent for training that are either too advanced or too basic by highlighting the specific behavioral traits & competencies that a training addresses



Benefits

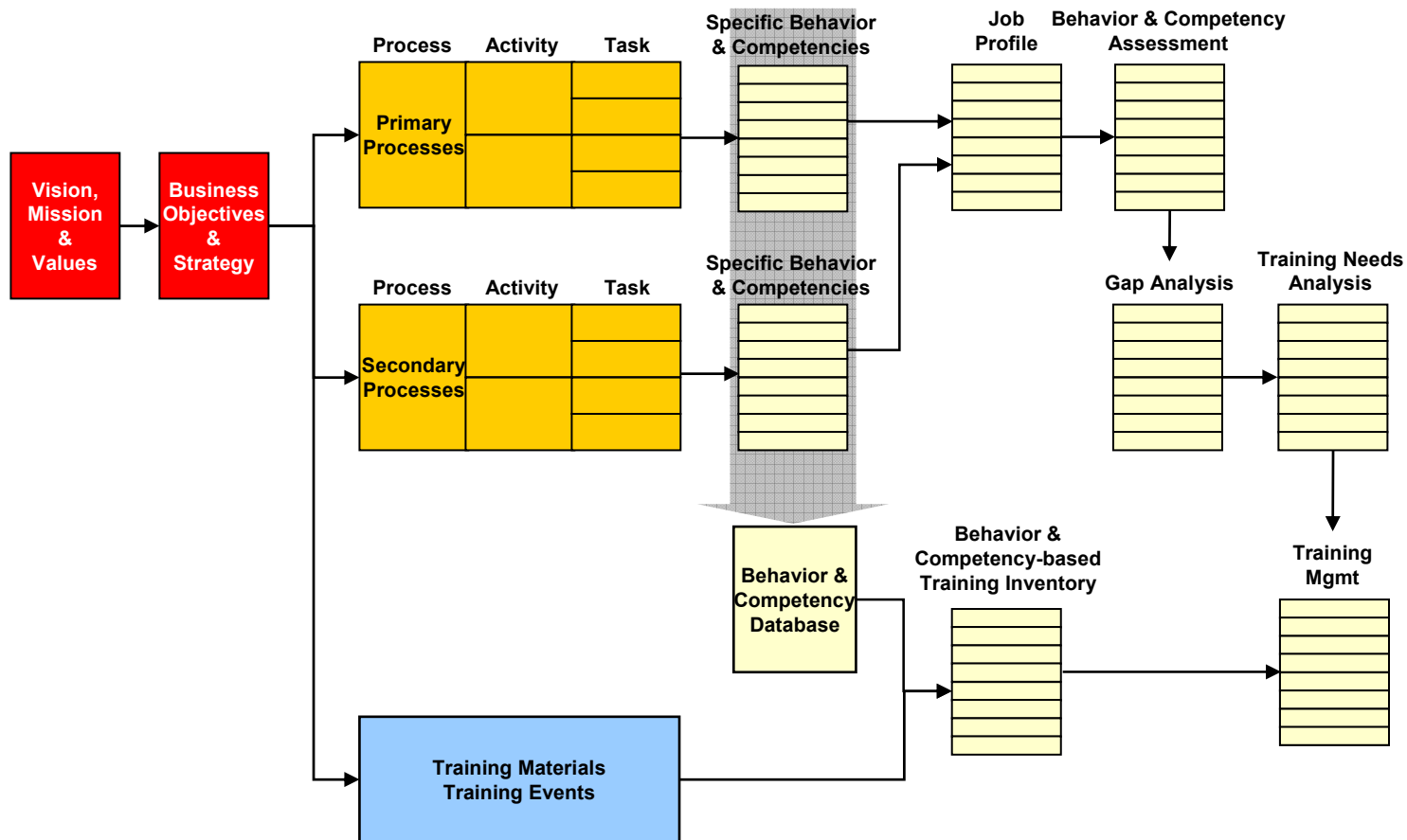
- **Right Employee, Right Training, Right Time**
 - This ensures that the right employee is sent for the right training at the right time



Benefits

- Automation of Training Justification

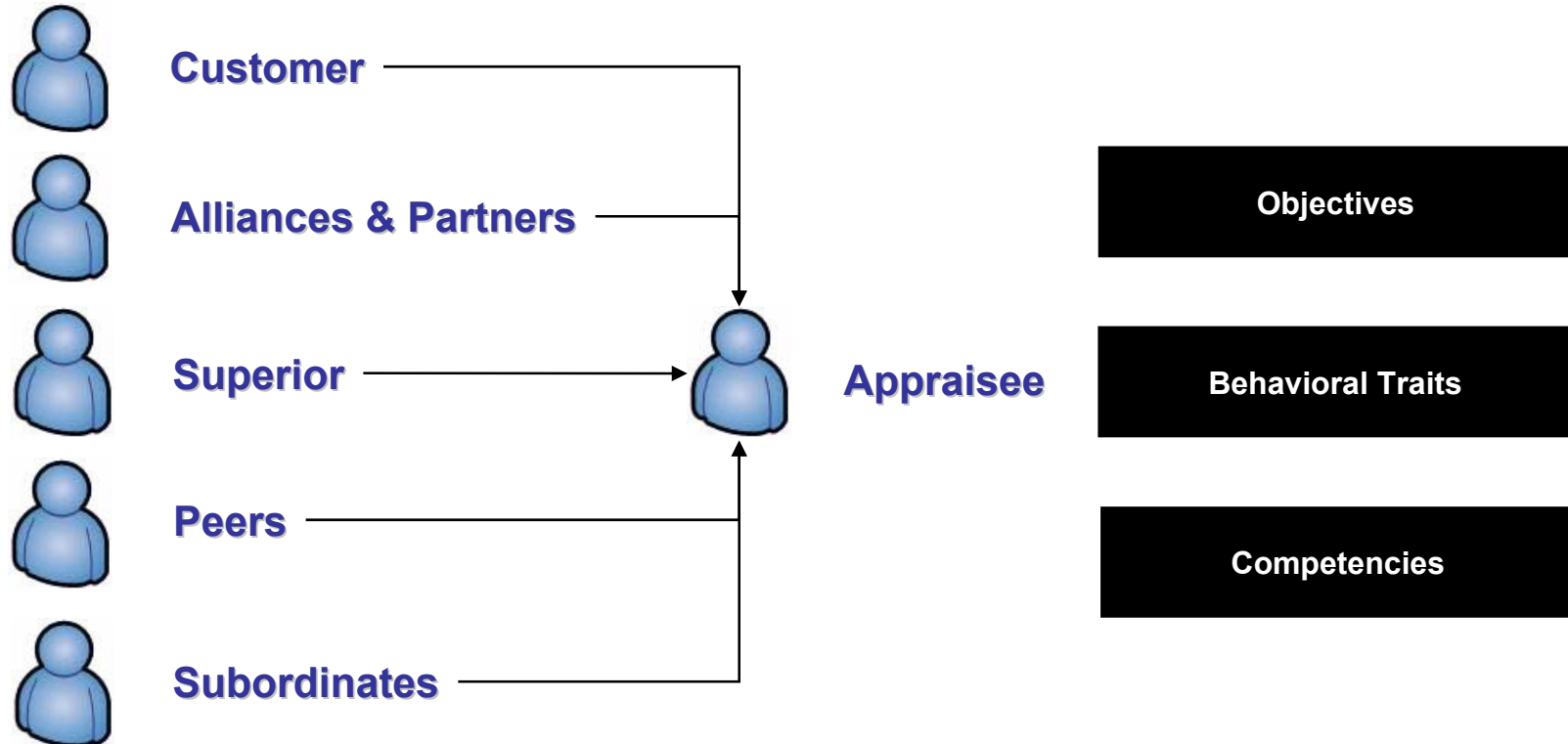
- Supports Process Based Learning



Benefits

- **Comprehensive Performance Appraisal**

- **Multi-rater / 360 degrees Performance Appraisal**
- **Flexible weightage and scoring**
- **Includes objectives, behavioral traits (supporting document) & competencies**



Summary

Human Capital is the most important asset of a business.

- **How competent the staff are, directly impacts the bottom line, therefore it is essential to have an effective Workforce Performance Management system in place.**

Competency Development and Management as the Framework.

Process Alignment emphasis.



Thank You!

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