

OnTrack

Lifting performance management to new level Oil company

Project outline

A national oil company had been using a Microsoft Word template for its performance management process. Consequently there was no way of monitoring compliance across the company, nor any means of ensuring that the same version of the template was used by all parties and that parties did not edit each other's contribution.

The company had installed SAP, so the choice was between SAP and OnTrack, ie, an established ERP system versus a best-of-breed solution. Their requirements included keeping the performance information in a secure database which integrated with their corporate and refinery learning management systems.

Our standard version of OnTrack provided a single repository for position descriptions and was customised by adding modules for talent and succession planning, running balanced score cards and collecting multi-rater (360°) feedback.

OnTrack Capabilities

While most of the required features were part of OnTrack, a customised version with several levels of reporting (employee, manager and manager once removed) was developed for this client.

At the client's request, ASR hosted the application for a year after installation. It was then moved to the client's server and was accessed through an existing employee self-service portal. The application has been supported throughout by an internal HR Call Centre, including the time during which it was hosted by ASR.

A standard feature within OnTrack is the ability for employees to complete different numbers of reviews each year. This feature was important to the client, as different Departments require their employees to complete more than one performance review in a year due to secondment, job rotation, etc. In some cases at least three reviews are required annually.

Each screen within OnTrack contains hyperlinks that allow users to view contextual help or support documents. For example, the performance planning screens have links to business plans, development screens link to suggested development activities, while the evaluation screen links to guidelines about giving feedback.

This version of OnTrack has modules which address contemporary HR issues such as workforce planning, talent and succession planning, 360° feedback and retention/engagement as well as links to the company's learning management system.

During the final evaluation of a performance year, there is provision for employees to provide specific feedback about the overall process and their planning and review discussions. This feedback is completed online and forms a client report within OnTrack.

“ Implement a performance management process that specifically suits your organisation ”