

Consulting Solutions Brochure
Human Resource Management



7. Performance Management

Business Challenges	<ul style="list-style-type: none"> ▪ As organizations grow, there tends to be a significant increase in the number of Products, Services, Brands, Production Units, Employees, Projects and Initiatives ▪ This leads to operational complexity and the challenges of ensuring input productivity, output results and the link between them ▪ Many organizations tend to suffer from 'Activity Syndrome' and loose sight of the bottom-line ▪ Conventionally, the role of Performance Management is shared between Finance (responsible for MIS), HRM (responsible for Performance Appraisals) and Business Manager (responsible for bottom-line) ▪ In the light of greater operational complexity, such a segmented approach falls short of addressing the holistic need for Performance Management
Objectives	<ul style="list-style-type: none"> ▪ To conceptualize, research and develop a holistic (multi-disciplinary) approach to ensuring performance of the individuals leads to the achievement of the organizational objectives
MTI Approach	<ul style="list-style-type: none"> ▪ Strategic Implications for Performance Management <ul style="list-style-type: none"> ○ Extract quantitative and qualitative implications for Performance Management ▪ Developing a Performance Management System <ul style="list-style-type: none"> ○ Defining Performance <ul style="list-style-type: none"> • Development of Business Health Indicators (BHIs) and corresponding Market Pulse Indicators (MPIs) • Linking of BHIs and MPIs - to the bottom line ▪ Extract the aspects that are important enough to be measured <ul style="list-style-type: none"> ○ Measuring Performance <ul style="list-style-type: none"> • Setting Standards, Permitted Deviations & Alarm Bells • Assign and link the BHIs and MPIs to Business Functions/ Departments / Jobs ▪ Reporting & Meetings System Development <ul style="list-style-type: none"> ○ Feeding back Performance ▪ Directly converting performance evaluation information to be used for the strategic, administrative, and developmental purposes ▪ Making Performance Management part of Organizational DNA <ul style="list-style-type: none"> ○ Motivational and behavioral / cultural initiatives to signal the seriousness and implications of this exercise ○ Implementing the Performance Management System



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