



PERFORMANCE MANAGEMENT PROCESSES

Policy Reference Number:

Policy Implementation Date:
Policy Review Date:

September 2009
August 2011



Haines Business Systems Ltd
© 2009 HBS Business Gym

PERFORMANCE MANAGEMENT PROCESSES

Introduction

The company is committed to ensuring that all its staff and associates perform to the best of their ability to maximise their own contribution to the business, and ensure that the overall company maximises its performance.

A process of performance management sits at the heart the company's approach to achieving a high-performance culture, with a keen eye on improving the company's capability to win and deliver business, rewarding achievement, and developing people to achieve their potential and correctly support those people who are not currently succeeding in their position.

The process described in this document, is for individuals and managers to:

- Work together to set and agree business targets, personal and development objectives;
- Assess how well objectives are being met – making use of measurement, feedback and evidence from a variety of sources;
- Assess strengths and areas for improvement and development;
- Review personal career and development plans;
- Plan on-going career development within the company, where appropriate.

The company believes that success is primarily delivered from bringing together a team of highly skilled, highly effective and enthusiastically energised individuals. We want to recruit talented people and use and develop their skills for the benefit of both the company and our clients. Ours, is a client-focused organisation. The company is dynamic and fast moving and it is important to us that we take time out to develop skills and knowledge. We believe that an individual's performance is a major factor in determining reward and progression. These are not just aspirations, we want a highly performing, highly skilled team at the heart of our business – and we are prepared to do whatever is necessary to make that a reality.

We will make clear to all staff what we require of them, and what they can expect from us in return. Each year, as part of a performance management and appraisal process, we will