

# SUCCESSFUL LAUNCH OF AN INTEGRATED PERFORMANCE MANAGEMENT SYSTEM ACROSS 20000+ EMPLOYEES WORLDWIDE



## BYLD Case Studies

### OPPORTUNITY

For a multi-billion dollar organization established for over 40 years, the roots of a long-running performance management system go deep.

While India, with largest employee base, was using the performance management system called PACE, its counterpart Netherlands had TASPER in operation. The two processes had evolved upon their individual merits within the localized culture, however

### SOLUTION

One of the biggest challenges was to streamline the content development and delivery framework that could be rapidly circulated to a diverse audience-base spread across multiple locations in India and Netherlands. Another puzzle to solve was different starting points of participants – some start from the point of following a process, whilst for others it was more about dialogue and development.

when the company envisioned the audacious goal to be among *Top 10 Tyre Manufacturers Of The World*, there was a heartfelt need to ensure standardization and uniformity within systems and processes across all cultures.

The existing systems were effective no doubt, nonetheless it was becoming burdensome for the company to carry the legacy of two different systems across two different countries, especially

To strike the right balance for the new culture & values of the company, the solution emphasized on a *new for everyone* approach with the new performance system called Horizon. The key factor was engagement of all employees – making it their accountability to plan, prepare and contribute in the new approach.

Entire project was structured in two phases, using ILT and elearning methodology for knowledge transfer.

when each of the systems served a similar objective: to review and manage performance of its workforce of its large employee base.

This is when the HR Head, and the L&D Head, approached Ricardo from DOOR International for help. With offices in over 55 countries and delivery capability in 90 countries, DOOR was well-positioned to take up this task.

### RESULTS

During Phase 1, a successful launch of ILT workshops was done covering 6500 employees in 17 locations including Ahmedabad, Bangalore, Chandigarh, Chennai, Cochin, Delhi, Gurgaon, Hyderabad, Indore, Jaipur, Kochi, Kolkata, Limda, Lucknow, Mumbai, Pune & Raipur.

Phase 2 is on the verge of rollout with elearning sessions planned to cover approx. 16000 blue-collar employees.