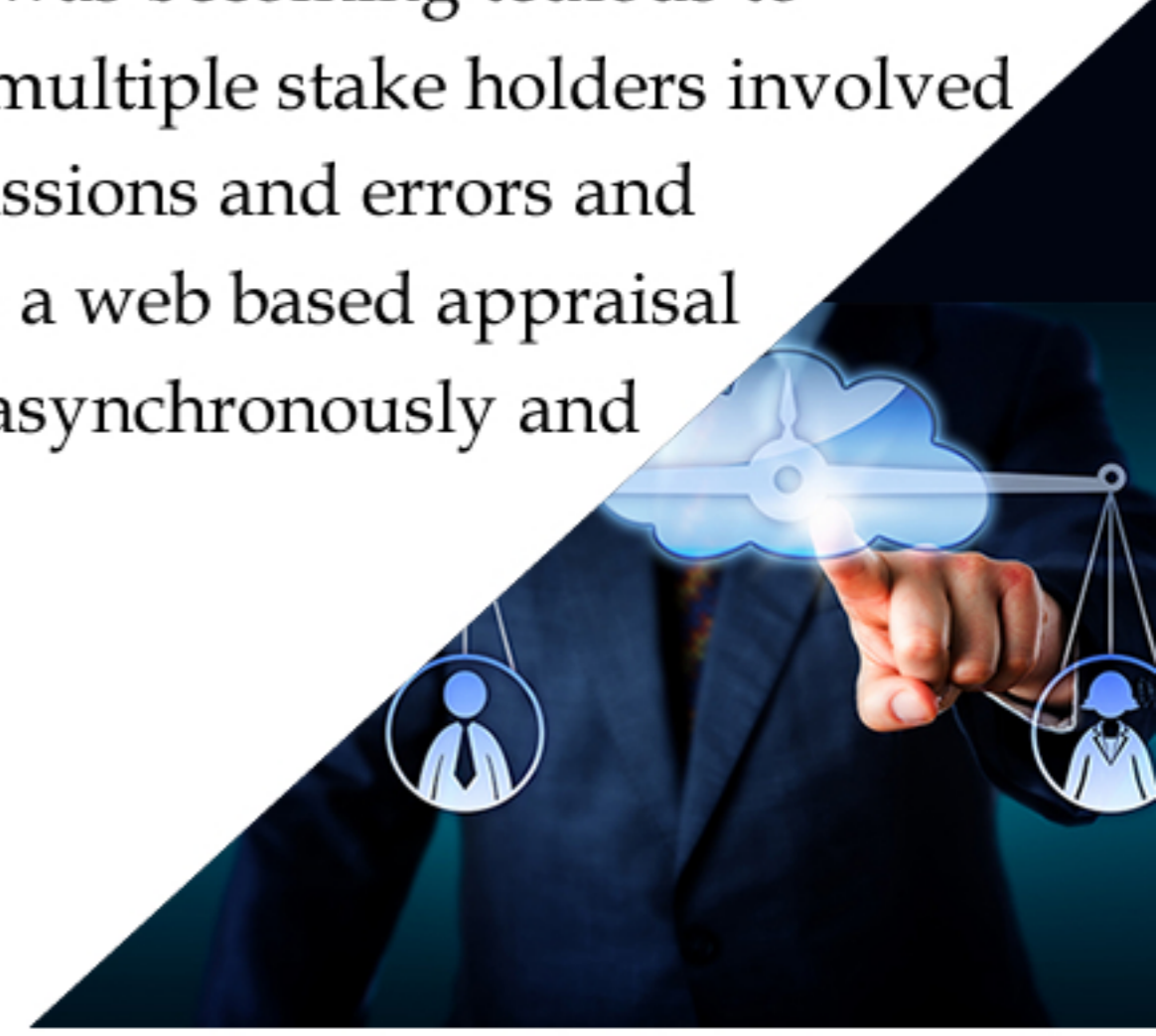


“How Mining & Construction Company rolled out online appraisal process to drive service excellence”



A large European mining and construction equipment company formed a JV with an India based company. The company placed a huge premium on service excellence and spared no efforts to ensure quick and reliable service. The JV had imbibed and rolled out best practices followed in Europe to ensure its clientele in India enjoyed the same level of premium support services that had helped build unique brand experiences globally. JV invested in continuous monitoring of its service and support professionals to ensure high quality of service delivery. With more than 25 sites spread across India, the JV was following manual annual appraisal process for there technicians. Rating was collected twice a year based on manager’s feedback. With more than 600 technicians spread across multiple departments, manual process was becoming tedious to comprehensively complete in time and prone to slippages. With multiple stake holders involved administration of manual records management was prone to omissions and errors and incomplete information capture. Management wanted to develop a web based appraisal system so that data capture, sharing and collation could happen asynchronously and information sharing and retrieval easy.

Towards this objective Client organization selected Quest Informatics considering the quick response and prior experience in developing enterprise class web solutions. Based on an assessment study, Quest Informatics proposed a web based system considering the following:



- Data visibility a reviews as per reporting structure
- Visibility to management and HR team on Appraisal status
- Align KPI based on region wise performance

As a first step, Quest Informatics and Client mapped current manual process to create process flow along with project road map. Quest Informatics’ team had multiple rounds of discussions with different stake holders to understand different objectives, priorities and reports. Initial audit revealed that accuracy of employee data was limited as the client organization was using multiple systems to capture employee details. Quest Informatics triangulated the data from multiple systems to eliminate redundancy and record losses and created a comprehensive technician data. Quest Informatics designed the appraisal forms based on multiple stake holder’s feedbacks, and beta test were done based on available employee information. Technician attrition and movement across sites posed challenges. Quest Informatics proposed regional and manager association rules to circumvent the problem so that feedback became relevant whenever technician moved between regions or across managers. Quest Informatics delivered the complete solution much before the project due date and client was delighted with the quality of outcomes.

Quest Informatics’ team trained the end users extensively using hand on training and appreciation workshop. Simplicity of GUI and clean process steps impressed the end users and their adoption levels were extremely high. Quest Informatics suggested the client organization to implement the online system in a few departments to see the adoption is high and address any organizational adoption challenges. Client organization successfully implemented online assessment system across few regions and departments and found the reception very positive. Based on the feedback, internal product champions were identified for across enterprise roll out.

How Online appraisal system has helped the client

- * Easy access, no frill data management, easy storage and retrieval
- * Complete transparency, technicians can view their appraisal details online, anytime & anywhere.
- * Manager task made easy, can evaluate and share without disturbing other priorities
- * Multiple manager feedback in case of regional or departmental transfer
- * Insights based on previous year performance history
- * Centralized system for HR to view different region’s bell curve and suggest for normalization as per KPI.
- * Actionable Analytics for deriving outcome based training needs.
- * System generated emails on appraisal initiations and reminders.
- * Flexibility to define department wise parameters. Control to HR team on Technicians data base.
- * Hierarchy and region wise data visibility.
- * System generated appraisal rating document which can be accessed any time.
- * Communication time is reduced from days to hours.
- * System driven not dependent on individuals.



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