

# Centranum® HRadvance

Leading Edge Fully Integrated  
Talent & Performance Management Platform

## Web Based Tools for Performance Management

# Performance Management



### Configurable flexible platform:

#### Track, Develop & Reward Top Performance

- Clearly distinguish between performance and competence
- Define role specific, outcome based, performance expectations
- Ensure an ongoing performance conversation
- Identify performance gaps, diagnose & address the causes
- Identify skills & knowledge gaps, plan development
- Ensure participative assessment process
- Calibrate and Moderate evaluation ratings & minimize bias
- Ensure accurate identification & reward of top performers
- Facilitate Career & Succession Planning
- Promote engagement by improved fairness & transparency

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# Evidence Based Tools for Performance Management

## Common Problems in Performance Management

Staff scepticism - Research shows the performance management process is seen as lacking in relevance, consistency and fairness. Most staff feel it does not help them improve performance, does not provide effective feedback and does not assist in personal development.

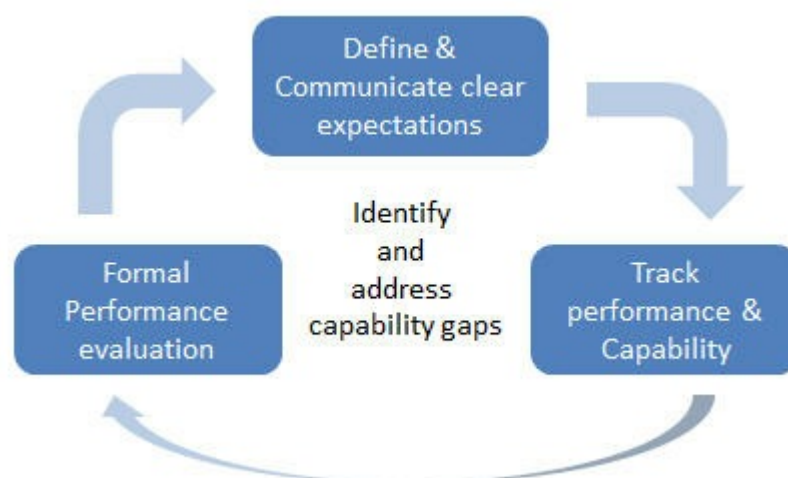
Managers complain the system is too much work, does not help to achieve day to day operational results, and does not align individual effort to organisational priorities.

## Why performance management systems fail

Most on line performance management systems are just electronic versions of standardized paper based performance appraisal forms. They do not support a process of continuous performance support. They perpetuate the annual form based appraisal exercise that was all that could be done without technology. The only advantage of using such an online system is that it is easier to check on compliance.

## Beyond Performance Appraisal

The Centranum platform is designed to support the entire process of performance management - not just appraisal. To ensure staff know clearly what is expected, and how they are doing. It provides separate user friendly tools to define and update expectations and track progress, so that formal performance appraisal is a no surprises formality with measurement systems designed to ensure fairness and consistency.



## Defining Expectations

The Centranum platform includes functionality for defining job roles, SMART objectives and values based behaviours, and for updating them as circumstances change.

The goal management module aligns individual objectives to a configurable cascading set of organisational objectives.

It guides staff and managers to define objectives and targets that can be measured with a defined source of information.

## Tracking Performance

The Journal is used to prompt performance conversations via automated intelligent alerting. It provides a log for recording achievements, issues and performance discussions. Used regularly it provides evidence to support end of year performance appraisals. A diagnostic tool for poor performance is embedded.

**Management reports** provide information by team, department, or business unit on all performance expectations, progress on achieving objectives, performance problems, competency levels and gaps, annual review status, staff agreement, top and bottom performers, all ratings and rating distributions.

## Staff Participation

The platform is designed to enable staff to be more self managing, with supervisor oversight and guidance.

Staff can participate in job role definition, goal setting, in maintaining their journal and ideally complete their own self assessment for the end of year performance review discussion.

## Configurability of evaluation

Designed to be flexible enough to support any combination of content and process that organisations may use, as well as different performance review types and time frames.

## Pay for Performance

Supports weighting of expectations for performance based pay and calculation of achievement.

## Individual Development Planning

A separate individual planning facility for planning, approving and tracking individual action plans for capability development on an ongoing basis. Can be linked to launch resources from LCMS

## Competency Reports

Extensive reporting on competency levels, gaps and trends

## Automated Alerting

Intelligent configurable automated email alerts remind staff to complete journals and reviews within the expected time frames.

## System Integration

Centranum HRAdvance has automated interfaces for exchange of data with any payroll or HRM system.