

KMK Employee Performance Tool

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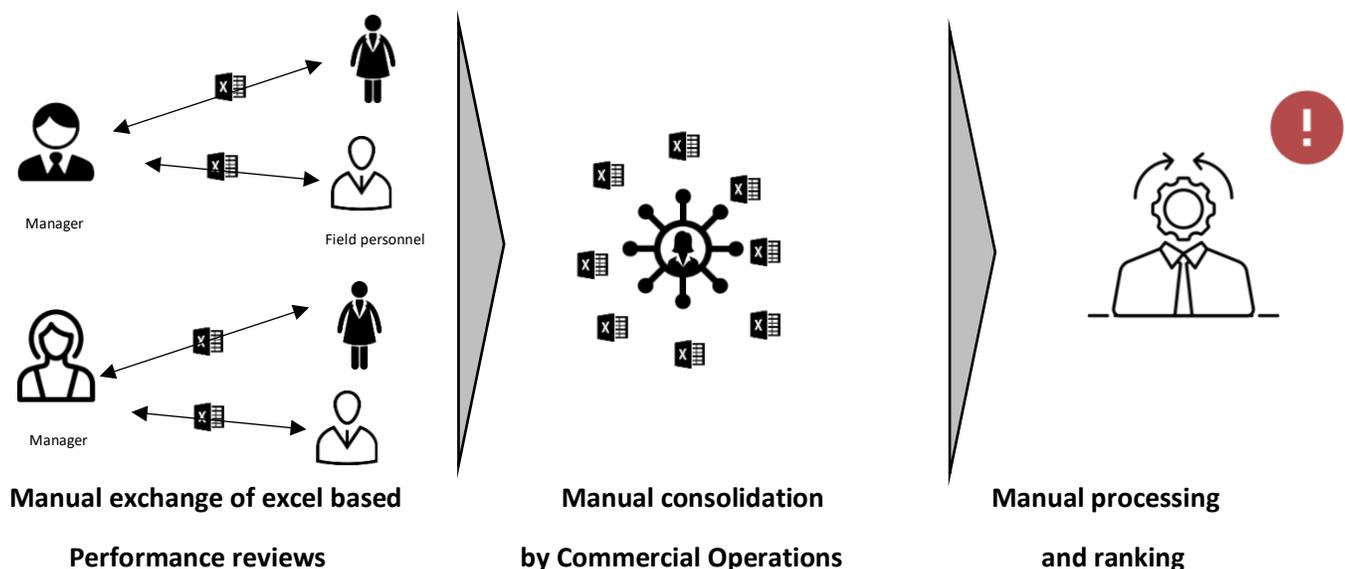
The KMK Employee Performance Tool centralizes all historical performance data and provides a simple and efficient platform for HQ and field leadership to conduct performance calibration and evaluation.

Situation

Performance evaluation of field personnel was historically done using separate Excel spreadsheets for each individual rep. The field personnel needed to be evaluated on multiple metrics including but not limited to sales performance, behavioral metrics, compliance for calls and data submission. This was a cumbersome, mistake-prone, and time-consuming process for the performance reviewer and reviewee, requiring manual input and emailing the Excel doc back and forth through various revisions. This step was duplicated across hundreds of individual reps every quarter.

Once all performance evaluations were finalized, all the performance evaluation spreadsheets would be sent to the Commercial Operations team, which would manually consolidate the Excel sheets to compare and rank the field personnel for awards and promotions. They needed to present the results to multiple stakeholders like Sales Leadership, Finance and Human Resources.

If, for any reason, management or senior leadership required information about an individual's past performance, they would have to reach out to the Commercial Operations team. They would then manually have to retrieve the information for the manager.



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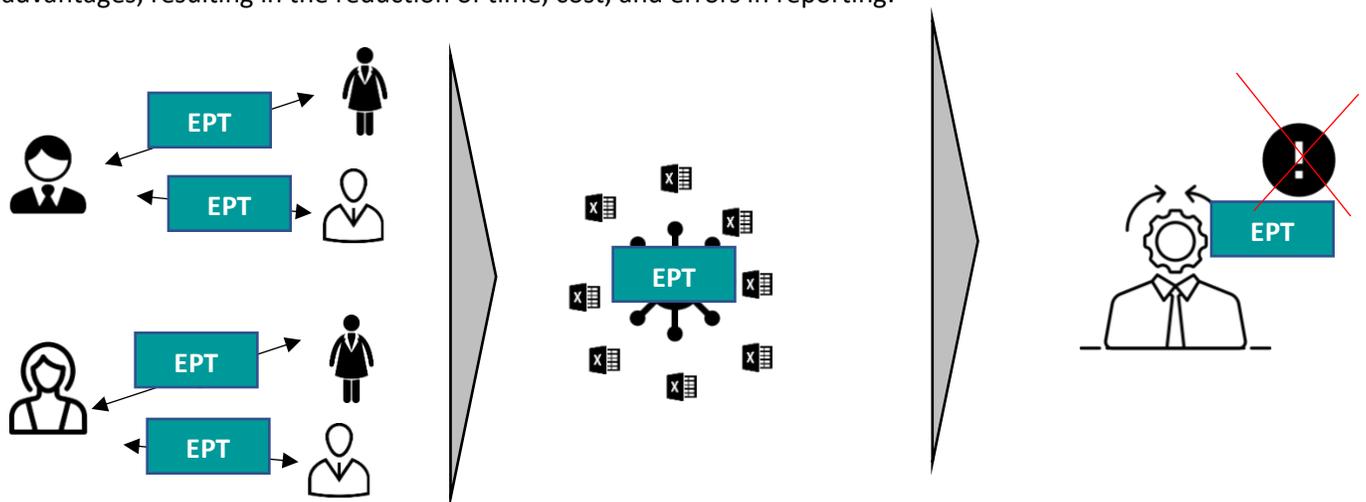
Shortcomings

Error Prone	<ul style="list-style-type: none"> •The quarterly performance evaluation process was heavily manual. •As a result the process was error prone as the consolidation and ranking was done manually. This often resulted in rework.
Time - consuming	<ul style="list-style-type: none"> •Due to human intervention and a lot of email back and forth, the process was also time-consuming.
Resource dependent	<ul style="list-style-type: none"> •The process was highly resource-dependent. If the person responsible was unavailable, there was a bottle neck. Historical reports were hard to access.
Limited Access	<ul style="list-style-type: none"> •Field leadership had no ease of access for field personnel's historical data (e.g. hire date, last promotion date, longitudinal IC attainment and payout.) •HR did not have complete information for IC and in-field performance (sample compliance, days in field, call/day, behavioral metrics)
Repetitive	<ul style="list-style-type: none"> •This was a highly repetitive process with huge need and scope for automation.
Rigid	<ul style="list-style-type: none"> •Manually generated files meant the process had limited flexibility. Addition of new metric or calculation meant changes in multiple locations resulting in an inefficient process.

KMK Solution

The KMK Team worked closely with the client to understand the entire process of field personnel performance evaluation process, identify opportunities of gaining efficiencies, recommending improvements and making a system easily accessible by the field personnel, their managers and sales leadership.

Using a deep expertise of technology, UX and strong business acumen, KMK developed **the Employee Performance Tool (EPT)** to automate the quarterly performance evaluation. The new tool has significant advantages, resulting in the reduction of time, cost, and errors in reporting:



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Increased Accuracy	<ul style="list-style-type: none"> Automation led to a significant reduction in manual errors as well as rework, saving the commercial operations team significant time and effort.
Automated Processing	<ul style="list-style-type: none"> All of the manual consolidation is automated in the tool saving the commercial operations team multiple days' worth of effort.
Flexible Performance Reviews	<ul style="list-style-type: none"> THE EPT allows the managers to enter objective reviews as well as subjective reviews in form of comments
Automated Ranking	<ul style="list-style-type: none"> The EPT provides a user friendly UI for the Commercial Operations team to be able to review summaries for the entire sales force and determine different ranking scenarios before seeking approval of senior leadership.
Resource Independent	<ul style="list-style-type: none"> No email exchanges – The Excel reports were transformed into individual views in the tool for the field personnel and their managers. Both the reviewer and reviewee can add their inputs directly in the tool without any exchange of files over email.
Ease of Access	<ul style="list-style-type: none"> With the launch of the tool, all performance reviews are just a click away for both field personnel and headquarters. This made the process individual independent.
Increased flexibility	<ul style="list-style-type: none"> With each year, the performance metrics change. In the past this would require significant effort to incorporate these changes in the manual process. With the EPT, performance metrics can be added, deleted and modified easily quarter over quarter.

Additional Features



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