

MNet Performance Management



Case study on the implementation of a customised solution for MNet

MNet commissioned Aspiration initially in 2002 to provide an electronic 360° Appraisal system for their Broadcast services division. This was a joint project involving Stratalign, a company specialising in consulting in 360° appraisal implementation. The 360° system was tailored to match MNet's specifications and was deployed successfully in their Broadcast services division.

Thereafter it was decided to broaden the implementation of the application to other MNet departments. There was however a preference for the more conventional output based performance management systems i.e. manager to subordinate reviews.

Aspiration was commissioned to incorporate an E-Performance Management solution that would operate from the same platform as the existing 360° system

The system was implemented with specific terminology and formats as requested by MNet. This was also the first introduction of the balanced scorecard linkage to the KPA's. The MNet model utilised a job centric approach in that the outputs or Job models as they were referred to. This meant that outputs were set at the job level rather than the individual employee level. All employees who were in a particular job would get the same job outputs.

Aspiration realised at this point that this was not an ideal situation because the chances were good that as soon as managers saw that all employees in the same job had the same outputs they would naturally want to change or edit them at the individual level. Aspiration was able to assist MNet with a solution which involved the transfer of job outputs to the individual but with additional functionality to allow for further editing at the individual level once they had been transferred.

The functionality that was developed and continues to be part of the Aspiration system allows job outputs/KPA's to be set at a job level. If the employee is in a position linked to that job they will be able to inherit some or all of the job outputs on a selective basis.

Apply Standard Profile

STANDARD OUTPUTS:		
Output	Element	Weighting
Customer Relationships Managed	Customer	1: Standard
Quality Requirements		Source of Feedback
Customer see him /her as a critical part of their team strategy as evidenced by the fact that they include Research Marketing Exec in relevant meetings and ask for their advice and guidance		Customers
Two way communication is encouraged between customer and marketing research executives (e.g. attends customers status meetings)		Manager
Customers feel that they can access / approach him / her at any time (open door		