



Performance Review/Appraisal/PDR Simple 3-Step Process

STEP 1

Simple BARS*-based User Interface Configured to Your Needs

* *BARS (Behavioural Anchored Rating Statements)*

Advantages include:

- Configurable rating scale (e.g. pass/fail, 1-3, 1-5)
- Unique customisable descriptors for the rating scale of each Key Performance Measure
- Configurable to different work groups (e.g. Technical Staff V's Admin Staff)
- Improvement notes
- Independent management comments can be included
- Independent approval
- Individual Strengths and Weaknesses automatically highlighted
- 'Big data' available for Corporate analysis
- Conversation notes automatically generated
- Automated reporting
- Full record keeping
- Full Quality Control
- Full Quality Audit trail

m: 0411 349 222.
t: (07) 3333 1921
e: markshaw@neoshhr.com.au
a: P.O. Box 70, Mt Gravatt Central 4122
www.neoshhr.com.au

Trusted. Valued.
Experienced.



STEP 2

Automated Conversation Notes and Reporting Includes Individual Strengths and Weaknesses

Trusted. Valued. Experienced.

NEOS HR
Assessor: Mark Shaw
25/10/20, Ref: 1117

Conversation Notes

Emp Name: Jennifer Wilson
Emp No: 11009

In our assessment, the evaluation of Jennifer Wilson as assessed on 8 November 2016, should be graded as **Good** under the BR Performance Review criteria.

Evaluation Results:

Category	Count
Needs Improvement	1
Satisfactory	2
Good	3
Very Good	4
Excellent	0

- Needs Improvement
- Satisfactory
- Good
- Very Good
- Excellent

This assessment has been reached on the basis that:

1. The general measures include:

- The employee is very good at greeting customers with enthusiasm & a polite attitude. They almost always show the customer respect by being polite and allowing the customer space to make purchase decisions. Employee is very good at describing to customers the value added by products, updates customer database with the individuals products of interest and almost always follows up on customer inquiries. Employee is very efficient at POS operations and rarely makes mistakes.
- Employee is always compliant with database requirements for segment of stock management/rework in which they are responsible, and always completes job sheets correctly & on time.
- Employee mostly demonstrates poor adherence to company policy; never or rarely obeys safety regulations and never or rarely upholding company ethics.
- The employee always makes sure the workshop is presented in an appealing manner, with the area always organised and never clutter.
- Employee demonstrates good time management skills with the ability to regularly complete multiple tasks within the required time frame.

Generated by NEOS HR, Ref: 1117, Performance Appraisal, 11009 Page 1/2

2. The key competencies measures include:

- Employee demonstrates a satisfactory ability to maintain and receive stock of the stock management segment in which they are responsible.
- The employee demonstrates an excellent fix bikes fix and no re-work is ever required.
- Employee demonstrates a poor ability to communicate via phone with appropriate dialogue and do not receive and reply to e-mails in a timely and professional manner.
- Employee demonstrates a good ability to understand the budget target, develop a reaction to that target and to reach monthly sales targets and then follow up with the appropriate customer database entry.
- Employee demonstrates a good level of understanding on how to perform customer product handover. Customer complaints are not often received about this issue.
- Employee demonstrates a good level of service and repair booking compliance. Bookings are infrequently wrong or not updated correctly.

For your action.

Mark Shaw
CEO



STEP 3

Management Dashboard

Performance Appraisal Results									
Ref ID	Date	Emp No	Emp Name	Unit	Segment	Created by	Result	Approved	
1356	10/26/2019	18636	Rob Turner	Engineering Firm	Engineering Firm Supervisor Review	Mark Shaw	1	<input type="checkbox"/>	
1346	07/14/2019	26798	Mark Shaw	Engineering Firm	Engineering Firm Supervisor Review	Mark Shaw	3	<input type="checkbox"/>	
1327	10/24/2018	10764	Mike Renda	Admin Staff Review	Admin Staff	Mark Shaw	2	<input type="checkbox"/>	
1264	05/22/2018	18636	Rob Turner	Admin Staff Review	Admin Staff	Mark Shaw	4	<input type="checkbox"/>	
1199	03/17/2017	26798	Mark Shaw	Admin Staff Review	Admin Staff	Mark Shaw	1	<input type="checkbox"/>	
1117	11/08/2016	11009	Jennifer Wilson	BR Performance Review	BR Performance Review	Mark Shaw	3	<input type="checkbox"/>	
1026	07/21/2015	97865	Danielle Lockheart	Admin Staff Review	Admin Staff	Mark Shaw	2	<input type="checkbox"/>	
1025	07/21/2015	11148	Andrew McDonald	Admin Staff Review	Admin Staff	Mark Shaw	1	<input type="checkbox"/>	

Dashboard includes:

- All history
- Unique ID per record
- Date created
- Type of performance review
- Author
- Result
- Draft V Approved
- Exportable to Excel for detailed analysis

m: 0411 349 222.
t: (07) 3333 1921
e: markshaw@neoshr.com.au
a: P.O. Box 70, Mt Gravatt Central 4122
www.neoshr.com.au

