



## Performance Management Services

We worked for different companies and improved their productivity, profitability and performance significantly.

### WHITE PAPER

#### Contact Information:



**Corporate General Solutions (Pvt.) Limited**

Email at: [info@cgs.com.pk](mailto:info@cgs.com.pk)

Website: [www.cgs.com.pk](http://www.cgs.com.pk)

Offices at: Islamabad, Lahore, Karachi, Faisalabad, Peshawar & Quetta.

## INTRODUCTION:

The efficiency and performance of employees and organization can be enhanced significantly by improvement in culture and attitude. The increase in efficiency and performance will result in better productivity and higher profits. This whole concept is based on this idea as how efficiency and performance can be enhanced without addition or any major change in existing resources

### Concept:

The basic concept of “Performance Management” (PM) is to identify the areas, where performance can be improved and after identifying those areas, work in specific manners to improve the performance. For this, we use multiple methods for determining and improving the performance.

### Factors of High Performance:

The following are the main factors for low productivity and performance:

1. Strategic Planning and Management
2. Business Planning
3. Setting Targets and Goals for Organization
4. Setting Targets and Goals for Departments and Employees
5. Organizational Culture and Attitude
  - a. Delegation
  - b. Empowerment
  - c. Responsibility
  - d. Accountability
  - e. Follow up
  - f. Motivation
6. Proper utilization of available and required resources
  - a. Man Power. Human Resource
  - b. Material. All types of stocks and raw materials
  - c. Machinery. All types of fixed assets
  - d. Money. Financing and Funds
  - e. Time
  - f. Energy
  - g. Knowledge
7. Costing
8. Budgeting
9. Systems, Controls, SOPs (Standard Operating Procedures) and Policies
10. Knowledge Management
  - a. Data, Documents and Forms
  - b. Reports, Information and Knowledge
11. Role of IT
12. Role of Accounts Department
13. Performance Measurement



## OUR STRATEGY

1. First of all we perform a diagnostic test, through which we establish the areas, where performance can be increased and present performance level of the Organization and Employees is established.

2. Based on initial diagnostic test a strategy is developed and agreed with Management of the Organization.
3. Present status of performance is noted, so that improvement can be measured after the implementation of performance enhancement techniques.
4. Performance Parameters are established for Organization (By developing complete Business Plan) and divided into departments and employees.
5. Capability Gaps determination.
6. Working methodologies are applied according to the requirement of the Organization.
7. Documentation is made to note down the changes applied for future reference.
8. Upon completion of assignment, documentation, working guidelines and related software handed over to Organization.

## TOOL FOR MONITORING

We have developed software for performance management, which will help Organizations and their Top Management to provide sufficient control on all activities relating to their business.

That software will monitor and keep track of all activities of the Organization. The user can plan the tasks, meeting, agendas etc.



The software will have the following information and features:

1. **Business Plan:** Complete business plan, operational outcomes quantitative and financial based, department wise allocation and implementation.
2. **Organization Chart:** Employees strength, department wise, designation wise with salary and number of employee's budget.
3. **Job Descriptions:** designation wise and department wise
4. All activities of the Organization and their performance parameters
5. Task Management
6. **Communication among users:** task management, information sharing, task assignment, meetings and their follow ups
7. **Ideas Management**
8. **Meeting Management;** Agenda preparation, list of participants, meeting scheduling
9. **Employee Evaluation:** The software has the main feature to help in evaluation of employees on regular basis, setting their targets, recording their achievements and keep tracking of their

lapses. This is very helpful in regular evaluation process and gives employees full opportunity to improve their process on continuous basis.

## **INDUSTRIAL AUTOMATION**

### **(As PLC - Programmable Logical Controller)**

We are in agreement with technical experts to automate industrial process, where information relating to all process can be accessible and production processes should be better controlled.

This will give immense boost to efficiency and performance in production, saving in energy and power bill, less rejections and wastage and most important accurate data relating to all production processes.

What Measurable Difference?

We believe that the following difference should be measurable after the successful implementation of Performance Management Program:

1. Improved profitability through better operational results.
2. Better utilization/management of available resources - Man Power, Material, Machinery and Money
3. Higher efficiency and productivity
4. Clarity to all departments, employees regarding their role in the success of the Organization
5. Improved planning at decision making stage
6. Increase in Sales, Improved control on expenses
7. Less Claims, Rejections and wastages
8. Improvement in IT system, better availability and usage of information
9. Improved Systems and Controls
10. Better morale of employees and less turnover
11. Improved Fund Management

## **PAY-BACK PERIOD**

Normally, the payback period should not be longer than the assignment period, as the increase in profitability should be more than the expenses incurred during the assignment. Assignment duration is normally from 4 to 8 months depending on the size of the Organization and scope of work.