

# Case Study

## Post-secondary Education

College Revamps Performance Management with New Solution

Post-secondary  
Education

### Background:

A leading provider of post-secondary education for adult students sought to improve internal communications and overhaul its performance management system.

### The Challenge:

The academic institution's paper-based employee annual performance review system was cumbersome, difficult to administer and applied inconsistently. The college wanted to become a more goal-oriented organization, better define employee roles and responsibilities and improve the system for providing performance feedback to associates. So in 2010, the institution's HR manager was tasked with finding and implementing a system to improve performance management.

### The Solution:

After reviewing three options, the HR manager recommended a performance management solution to the executive team, which chose to implement the Performance Management and Objectives modules. As a partner of the company offering the solution, ihouse was chosen to assist the college with the implementation.

The first phase of the implementation focused on strategy. ihouse provided recommendations on how it could work for the HR manager's organization. Together, they created a Routing Map to customize the structure of the review process and defined the competencies in the system for each role in the organization. ihouse brought knowledge of the customizable options available in the modules and an understanding of best practices.

It helped to keep the strategy focused on outcomes and then recommended the practices that would best achieve them.

Following the creation of the strategy, ihouse technical professionals stepped in to guide and educate the client throughout the implementation process.

### The Result:

In terms of functionality, the solution met expectations. Managers and executives adopted the new project management system quickly and easily. Objectives established by organization leaders were filtered through management to set appropriate goals and measure employees' performance. Managers were able to use the employee goals and competencies in the system to efficiently execute performance reviews.

The benefits extended far beyond functionality. Managers were thrilled with the interdepartmental visibility, and the improved communication and integration of HR information. A common review period was a natural outgrowth of the ease of the system and an exciting benefit that the client did not expect. The client also saw better budgeting, HR planning and time management as a direct result of the new modules.

The client credited ihouse for making the implementation process easy, rewarding and empowering. With ihouse's invaluable help, the HR manager was able to customize the solution to deliver what was best for the organization.



"I would use ihouse any time I had the opportunity."

—HR Manager