



Improving Workforce
Performance Everyday

SuitePeople Performance Management



Creating and establishing a performance-based culture is easier said than done. Keeping employees engaged and productive is a challenge for HR and finance leaders. SuitePeople Performance Management provides a central place to easily administer the performance review process. It not only makes performance management more efficient; it helps employees stay engaged when creating goals, monitoring progress and recognising achievements. With Performance Management, managers and employees can collaborate on goals, priorities and reflections to have more meaningful conversations that actually improve performance.

Key Benefits

- Real-time, automatic update of goal progress from other NetSuite applications like CRM or PSA resulting in more objective performance reviews.
- The ability to create, monitor and review goals in a single place to drive better employee engagement and outcomes.
- Templates provide a fast and easy way to create and customise performance reviews.
- Includes 12 performance metrics, and the ability to customise these metrics or create new metrics.
- Approvals and acknowledgements provide a consistent and streamlined process for all employees.

Goal Management

The key to improving or accelerating performance starts with creating goals for employees.

In SuitePeople, employees create goals that are both meaningful to the organisation and connected to their work via the use of performance metrics. Employees can select from a list of industry-specific performance metrics or manually set goals. Instead of employees or managers having to sort through emails, documents or other systems to find out the progress towards a goal, SuitePeople can automatically update goals with data from other NetSuite applications.

Goal-related discussions and decisions are tracked and can easily be included in performance reviews. Together with their managers, employees can also reprioritise goals based on business needs to keep focused on the most important work. Employees can capture learnings and

achievements while their manager is also able to reflect on the outcomes of the goal, sharing more timely feedback with the employee.

Performance Reviews

In many organisations, the performance review is viewed as more of a requirement than a valuable exercise to evaluate and improve individual performance. Often, they are done only once a year and require managers to manually collect information to complete each review. With SuitePeople, the performance review process becomes much easier and efficient. Review templates are used to define instructions, questions and rating scales. All employee goals over the period are automatically pulled into the review. HR leaders can easily track the performance review process by running reports to see overdue reviews, rating distribution and an employee's performance review history.

The screenshot displays the Oracle NetSuite interface for a 2020 Annual Sales Review. The reviewer is Emily Emerson, and the reviewee is Matthew Maynard. The overall rating is 'Exceeds Expectations'. The reflection section includes three questions: 'What do you feel went well this past year?', 'What do you feel did not go well this past year?', and 'What do you think can be improved in the next year?'. The goals section lists five goals with their completion status and dates: 'Get 5 Kudos for Commitment to Customers' (Completed 12/7/2019), 'Take a course around customer engagement' (Completed 2/1/2020), 'Help with onboarding the November new hires' (Completed 11/30/2020), 'Have a Win Rate of at least 75%' (Completed 4/30/2020), and 'Organize a Sales team event for May' (Completed 5/29/2020).

Employees and managers have continuous conversations about performance to help achieve better employee outcomes.

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