

The Situation

MET Processors decided to do away with the time consuming manual way of doing performance reviews of their staff. Managers are already under pressure to deliver on their KPI's and they really cannot afford to spend more time on doing preparation and countless hours of interviews.

They decided to embark on the modern approach of a 360-degree self and peer performance evaluation practice. This evaluation will be done online and will consist of two colleagues, one superior and one direct report to go online and do a simple evaluation of pre-agreed factors.

MET Processors has never done something like this before and the company is also worried about a possible staff reaction and ultimately, abuse of the system. They are worried about questionable results with this new system.

Management is worried about the security around the system, their current servers might not have adequate requirements for the level of security recommended for running this system. There seems to be inadequate in-house skills to drive this project, with that and the fast approaching first round of performance reviews management is worried that we will not meet the deadline for this project. Lastly they are also worried about a possible backlash from the staff, mainly because the staff does not know what to expect with this change that is affecting them personally.