



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 recognizing 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 customize performance reviews.
- Includes 12 performance metrics, and the ability to customize 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.

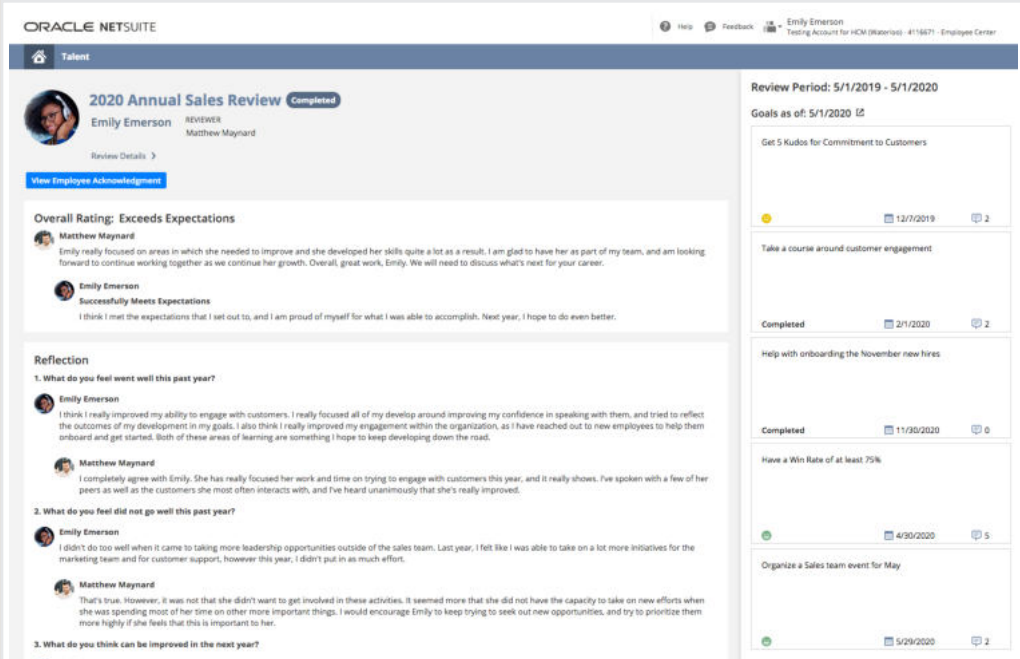
In SuitePeople, employees create goals that are both meaningful to the organization and connected to their work via the use of performance metrics. Employees can select from a list of industry-specific performance metrics or manually set goals. Instead of employees or managers having to sort through 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 reprioritize 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 organizations, 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.



ORACLE NETSUITE

Emily Emerson
REVIEWER: Matthew Maynard

2020 Annual Sales Review Completed

Overall Rating: **Exceeds Expectations**

Matthew Maynard
Emily really focused on areas in which she needed to improve and she developed her skills quite a lot as a result. I am glad to have her as part of my team, and am looking forward to continue working together as we continue her growth. Overall, great work, Emily. We will need to discuss what's next for your career.

Emily Emerson
Successfully Meets Expectations
I think I met the expectations that I set out to, and I am proud of myself for what I was able to accomplish. Next year, I hope to do even better.

Reflection

1. What do you feel went well this past year?

Emily Emerson
I think I really improved my ability to engage with customers. I really focused all of my develop around improving my confidence in speaking with them, and tried to reflect the outcomes of my development in my goals. I also think I really improved my engagement within the organization, as I have reached out to new employees to help them onboard and get started. Both of these areas of learning are something I hope to keep developing down the road.

Matthew Maynard
I completely agree with Emily. She has really focused her work and time on trying to engage with customers this year, and it really shows. I've spoken with a few of her peers as well as the customers she most often interacts with, and I've heard unanimously that she's really improved.

2. What do you feel did not go well this past year?

Emily Emerson
I didn't do too well when it came to taking more leadership opportunities outside of the sales team. Last year, I felt like I was able to take on a lot more initiatives for the marketing team and for customer support, however this year, I didn't put in as much effort.

Matthew Maynard
That's true. However, it was not that she didn't want to get involved in these activities. It seemed more that she did not have the capacity to take on new efforts when she was spending most of her time on other more important things. I would encourage Emily to keep trying to seek out new opportunities, and try to prioritize them more highly if she feels that this is important to her.

3. What do you think can be improved in the next year?

Review Period: 5/1/2019 - 5/1/2020
Goals as of: 5/1/2020

- Get 5 Kudos for Commitment to Customers (12/7/2019, 2)
- Take a course around customer engagement (2/1/2020, 2)
- Help with onboarding the November new hires (11/30/2020, 0)
- Have a Win Rate of at least 75% (4/30/2020, 5)
- Organize a Sales team event for May (5/29/2020, 2)

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