

Activities

Scenario

ABC Suites (Pty) Ltd

“The things you do every day, the things that don't look like they matter, do matter. They not only make a difference - they make all the difference!” - Jeff Olson (The Slight Edge)

The Challenge:

At ABC Suites, Factory Manager Stu Pendous faced a familiar operational dilemma: while leadership focused on strategic goals, the majority of staff were responsible for routine, recurring tasks that kept the business running. Daily, weekly, and monthly activities—though critical—were often overlooked in performance reviews and lacked a structured way to track completion or quality.



Stu needed a simple, scalable solution to ensure that the basics were done well. Without a clear framework, expectations varied, follow-up was inconsistent, and staff engagement around routine responsibilities was low. The absence of visibility and self-assessment meant that small lapses could snowball into operational inefficiencies.

How ABC Suites uses epic:

By implementing Epic's **Activities** feature, ABC Suites introduced a structured, self-managed system for tracking routine performance. Stu worked with team leads to create tailored Activity Profiles for each role—defining the recurring tasks that mattered most. Staff could then add their own tasks, creating a sense of ownership and clarity.



Each activity could be self-rated using a simple Red-Amber-Green scale or a numeric score (e.g. 1–5), with managers having full line of sight. Rating reports were generated automatically, forming the basis for one-on-one performance discussions and feeding directly into the formal appraisal process.

The result? A culture of clarity and pride. Staff rose to the challenge of rating themselves—knowing that evidence

was expected to support their scores. Managers gained visibility into day-to-day execution, and Stu saw a measurable improvement in consistency, engagement, and operational reliability.

“From invisible effort to visible excellence—Epic’s Activities feature helped ABC Suites turn routine into results.”