

Performance Appraisal (KPI Scorecard)

Scenario ABC Suites (Pty) Ltd

"It is an immutable law in business that words are words, explanations are explanations, promises are promises but only performance is reality" – Harold S. Geneen

The Challenge:

At ABC Suites, performance appraisals were reactive and inconsistent. Reviews only happened when HR needed results for bonuses, triggering a last-minute scramble of rushed one-on-ones and subjective ratings. Managers struggled to recall a year's worth of contributions, and staff felt blindsided by assessments that lacked transparency and structure.

Candy Wrapper, the CEO, knew this wasn't sustainable. The absence of clear KPIs at the start of the appraisal period meant missed opportunities to drive the right behaviours. There was no shared understanding of expectations, no audit trail of progress, and no link between performance and development. The result? Frustration, disengagement, and a process that felt more like a formality than a growth opportunity.

How ABC Suites uses epic (to ensure that KPIs drive the right behavior):

By implementing Epic's **Performance Appraisal (KPI Scorecard)** feature, ABC Suites transformed its review process into a strategic, transparent, and empowering experience. KPIs were now agreed collaboratively at the start of each appraisal period, with managers and staff co-creating scorecards that aligned individual goals with team and company priorities.



Each KPI was weighted and tracked objectively, allowing staff to enter actual results and build a Portfolio of Evidence throughout the year. The final appraisal became a simple, fair calculation—based on real data, not memory or bias. Managers could add a "Manager's Brief" to guide expectations, and integrate Training Needs Analysis directly into the review, linking performance to development.

HR lead Molly Coddle was thrilled. She now had full line of sight across departments, access to live reports, and a process that was easy to administer and export. Most importantly, ABC Suites had shifted from reactive ratings to proactive performance management—where every review was a chance to reflect, grow, and align.

“From rushed reviews to real results—Epic’s KPI Scorecard gave ABC Suites the structure to lead performance with purpose.”