Performance Appraisal (KPI Scorecard)

Scenario

ABC Suites (Pty) Ltd

Rushed reviews, subjective ratings and a year-end scramble.

ABC Suites (Pty) Ltd · Candy Wrapper, CEO, and Molly Coddle, HR lead.

The Problem

At ABC Suites, appraisals only happened when HR needed results for bonuses, triggering rushed one-on-ones and subjective ratings. With no KPIs agreed at the start, there was no shared understanding of expectations, no audit trail of progress and no link to development. The result was frustration, disengagement and a process that felt like a formality.



What they did

1. **Agreed KPIs up front.** Managers and staff co-create weighted scorecards at the start of each period, aligned with team and company priorities.
2. **Built evidence all year.** Staff enter actual results and attach a Portfolio of Evidence, so the final appraisal is a simple, fair calculation – not memory or bias.
3. **Linked performance to growth.** Managers add a Manager's Brief and build Training Needs Analysis into the review; HR sees live reports across every department.

The Result

Appraisals completed on time, with no year-end scramble.

ABC Suites shifted from reactive ratings to proactive performance management, where every review is a chance to reflect, grow and align. Molly Coddle now has full line of sight across departments and a process that’s easy to run.

"From rushed reviews to real results."