

360° Review

Scenario

ABC Suites (Pty) Ltd

"One of the greatest gifts you can give another human being is constructive feedback on a blind spot they never knew they had.... Care enough to give honest, accurate feedback"— Stephen Covey

The Challenge:

At ABC Suites, leadership development was stalling—not due to lack of talent, but lack of insight. Performance reviews for senior staff were often top-down and subjective, missing the broader perspective of peers, direct reports, and internal customers. Feedback was either sugar-coated or avoided altogether, and without anonymity, honesty was compromised.

HR Director Molly Coddle and CEO Candy Wrapper both recognised the issue: leaders weren't getting the feedback they needed to grow. There was no structured way to assess behaviours, leadership impact, or alignment with company values. Worse still, the absence of a consistent framework meant that feedback varied wildly between departments, making it impossible to benchmark or track progress over time.

How ABC Suites uses epic:

By implementing Epic's **360° Review** feature, ABC Suites introduced a secure, multi-perspective feedback process that gave leaders a holistic view of their performance. Each review cycle was configured with custom questionnaires, and raters were selected from approved dropdown lists—covering peers, direct reports, internal customers, and managers.

Feedback was collected anonymously, ensuring honesty and reducing bias. Manager and self-ratings were included for comparison but excluded from scoring, preserving objectivity. The final report grouped responses by rater category and included development suggestions—creating a clear, actionable roadmap for growth.



For company-wide reviews, ABC Suites activated Epic's **Enhanced 360°™** option. This version randomly selected raters from pre-approved lists, applied category weightings, and used blind scoring via algorithm—making the process fully anonymous and statistically balanced. Leaders across the organisation received feedback aligned to company values, with no influence or favouritism.

“From filtered praise to fearless insight—Epic’s 360° Review gave ABC Suites the feedback foundation to grow confident, values-driven leaders.”