



# Performance Rating

## Introduction

The Workspace Performance Rating system provides facilities to manage and review the performance of a variety of entities in the system, e.g. suppliers, sub-contractors, contacts and projects.

In its typical implementation this module forms an essential part of your Supply Chain Management strategy, assisting you to choose which organisations you should be working more closely with, and why others may be under performing.

## Main features

- The system allows for an unlimited set of schemes to be defined across the business, each with its own set of performance measures.
- The analysis tools are highly flexible, allowing each measure to have its own scoring parameters, on a numeric basis (e.g. score out of 10, score out of 3 etc.), a Yes / No or a customised question.
- A simple browser based entry form allows authorised users to enter a review, selecting their score for each measure and making notes against any particularly good or bad result for future reference.
- All scores are aggregated to provide current averages e.g. the performance of key supplier organisations.
- The drill down facilities allow users to move from any summary information back to the original score cards entered, detailing who did the review and when they did it.

- A global performance summary provides the ultimate view of the different groups or categories of organisations rated, with a drill down into a league table of performance by trade or type of supply.
- An option of the rating system allows any or all of the schemes to be weighted such that certain measures can be given higher importance than others e.g. Health and Safety may be more important than Attitude of Staff.
- The Ratings Calendar allows certain regular measures to be triggered automatically by the system.
- A statistical analysis tool provides a full view of each entity's current performance and highlights any anomalies.
- A graphing tool allows full historical views of data and trends.

## Who uses it?

Most clients implement this module to capture the performance of their key partners as part of a wider initiative to manage, and often rationalise, their supply chain more effectively. However it is sufficiently flexible to be used for a number of other applications, such as internal employee reviews and internal company / department performance.