



## Gaining 100% engagement and ensuring objective performance reviews

TAS is a professional services organisation dedicated to providing a range of strategic, advisory and programme management services to New Zealand's District Health Boards and a number of other health sector organisations. TAS has a range of subject matter expertise and experience across key service areas, including planning and collaboration, business analysis and insights, strategic workforce services, education and training, programme and project management, health informatics and audit and assurance.

While TAS uses expert resources and modern tools to support District Health Boards achieve key health care outcomes, the company's performance review process was anything but modern. "We had a paper-based system that was very long," said Suzi Paese, HR Manager at TAS. "It was difficult for staff and managers to wade through."

The existing process wasn't just labour intensive; the paper-based reviews also hampered visibility and made it difficult to recognise high performers. For Paese, improving the process was crucial to making reviews less subjective and ensuring top employees were recognised. "I wanted to streamline, simplify, and get back to the principles of development and growth. I'm a strong believer in a formal system to enhance a meaningful conversation, and documenting performance and development is a way to formalise feedback and recognition."

### Why PiiQ by Cornerstone

Paese and her team searched for a more streamlined, cost-effective way to manage performance. The challenge lay in finding a powerful solution that

#### Performance

**Industry:** Business Services

**Region:** New Zealand

**Employees:** 120

**Live Since:** 2016

**Business Impact:** Increased visibility; improved accuracy in performance reviews; increased accountability and gained 100% engagement; enabled anytime, anywhere access with mobile capabilities.





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- Suzi Paese, HR Manager, TAS

was still suitable for a smaller organisation like TAS. “We needed something that suited our size now, but also one that could grow with us later. It also had to be a user friendly application.”

TAS selected PiiQ by Cornerstone for several key reasons. “PiiQ had incredible customer service. Other vendors weren’t responsive and didn’t offer the same level of care and enthusiasm that PiiQ did,” said Paese. “PiiQ’s team is so good at communicating. For me, that’s a no brainer. Communication isn’t just important for implementation—it’s critical for moving forward.”

PiiQ’s commitment to continuous improvement was also a deciding factor. “There are a lot of vendors who think they have the best product out there, but they aren’t listening to their customers. At TAS, we know technology is changing quickly and we’re focused on agility. We wanted a partner, like PiiQ, who shared that philosophy.”

## The results

**Increased visibility.** TAS’s existing paper-based review process offered little real-time visibility. “Before PiiQ, I had a folder on an HR drive where everybody sent me their reviews,” said Paese. “Today, I have a tremendous amount of visibility from an administrator’s point of view. With PiiQ, I can problem solve, help managers and produce reports in minutes. It’s so easy to use, and it takes no time at all.”

PiiQ’s 9-box talent matrix has both increased visibility and saved Paese time. “I love the 9-box. The ability to see the entire organization, or whole teams and access individual reviews helps us with the moderation process.”

### Improved accuracy in performance reviews.

Employee reviews were highly subjective. “We were using ‘yes or no’ or subjective type ratings. We wanted to get away from that,” said Paese. “PiiQ’s rating sliders and the ability to write specific goals and KPRs has helped people be more objective in the review process and make direct links with our strategic goals.”

### Increased accountability and gaining 100% engagement.

Eliminating the paper-based system has increased employee and manager review completion. “It’s so important to move away from paper. A piece of paper can get lost or someone can forget to fill it out,” said Paese. “With PiiQ, all those things become non-issues. Forms don’t get lost. You have transparency, visibility, and you have a record of performance. We now have 100% engagement with reviews. PiiQ has made my life so much easier.”

### Enabled anytime, anywhere access with mobile capabilities.

Prior to PiiQ, performance management tasks took place onsite. Today, Paese and her team can work from anywhere. “I love that PiiQ can be used on any device, from any location. When I did my end-of-year reviews with my staff, we went offsite to a café to have the discussion, make comments and save changes.”



Cornerstone is committed to helping small to medium-sized businesses develop an engaged workforce to drive higher performance and revenue. [smb.csod.com](http://smb.csod.com)

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