



Gaining Insight and Planning for the Future

The second largest employer in Auckland, The Trusts, is a business owned by the public in West Auckland. They exist to sell alcohol responsibly, and to do so in a way approved of by the community who owns them. Instead of profits being paid to private owners or shareholders, they return surplus profits back into the community or reinvest into the business. Previously, The Trusts used a cumbersome paper-based performance review system. Reviews were incredibly difficult to track and manage, and leaders couldn't see the macro view of the company's talent and skills, a challenge to succession planning.

Increased review completion. Previously, 10 percent of reviews were completed on time. Today, PiiQ by Cornerstone's easy-to-use interface has dramatically changed employees' perception of reviews—and boosted review completion rates to 82 percent.

Transformed from a tenure-based to a performance-based compensation system. Before, employees automatically received pay increases every year, regardless of performance. With PiiQ, the organization created a transparent remuneration system and tied performance and behavior competencies to the payment framework.

Contextualised performance through Analytics. Leveraging PiiQ's visual Analytics with the nine-box grid, business leaders are able to quickly see which employees are underperforming, simply maintaining or deserving of additional compensation.

Engaged employees. With PiiQ's learning capabilities, employees can both train for the job they were hired to do and begin development for future positions. Martha Gibbons noted: "Most organisations say, 'Well, we can't afford to train people.' This organisation says, 'We can't afford not to.'"

Performance

Industry: Retail and Travel

Region: New Zealand

Employees: 400

Live Since: 2013

"Reviews have a fun factor now. People like using PiiQ. It's simple, it's not scary, and they don't have to do any calculations."

- Martha Gibbons,
People and Culture Manager



Cornerstone is committed to helping small to medium-sized businesses develop an engaged workforce to drive higher performance and revenue. smb.cornerstoneondemand.com

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