

# Implementation of a Performance Management System (PMS) for Annual Employee Work Goals

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## Client Overview

The client is a UAE-headquartered multinational organization seeking to develop an enterprise application to streamline employee work goals. The platform incorporates an integrated Performance Management System (PMS) to effectively manage goal setting, tracking, and evaluations.

## Overview

AHI-Carrier HQ launched a Performance Management System (PMS) project to digitize and streamline employee goal setting, mid-year reviews, and annual evaluations. The initiative aimed to improve transparency and align individual goals with organizational strategy under the “Target Achieve Grow” framework.

## Project Background and Need

Prior to the PMS project, performance evaluations were largely manual and decentralized. Managers tracked goals using spreadsheets, feedback was inconsistent, and rating distribution lacked standardization. This resulted in:

- Delays in goal approvals
- Lack of real-time progress tracking
- Inconsistent performance ratings
- Limited visibility for HR and leadership

To address these gaps, leadership approved a structured PMS platform covering three major phases:

1. Goals & Objectives (GNO) – Beginning of Year
2. Mid-Year Review (MYR) – Performance Checkpoint
3. End-of-Year Review (EYR) – Final Assessment and Calibration

## Project Objectives

The PMS project aimed to:

- Digitally capture and track employee work goals
- Standardize SMART goal-setting practices

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- Enable mid-year performance corrections
- Automate review workflows and approvals
- Provide rating distribution analytics for calibration
- Increase transparency and accountability

### **PMS Framework Design**

A. Goals & Objectives (GNO Phase)

B. Mid-Year Review (MYR Phase)

C. End-of-Year Review (EYR Phase)

### **Calibration and Governance**

One of the most impactful elements of the PMS project was the calibration module. It allowed leadership to:

- Compare ratings across teams
- Review distribution curves
- Ensure fairness and consistency
- Adjust ratings where required

### **Key Success Factors**

The success of the PMS project was driven by:

- Leadership sponsorship
- Structured goal-setting framework
- Automated workflow and reminders
- Mid-year intervention capability
- Transparent calibration mechanism

### **Conclusion**

The PMS project transformed performance management into a strategic, continuous process by digitizing goal setting and reviews. It improved alignment, transparency, and

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fairness while driving measurable outcomes, growth, and accountability throughout the year.

**Organization's Goals & Objectives**

Status	GNO Start Date: 22-Mar-2019	GNO End Date: 22-Apr-2019	Open Action Items	Drafted/Not Started	Pending Reviews
Started			0	8	14
GNO Review End Date	For Managers: 31-Dec-2019	For HR: 31-Dec-2019	Re-submitted Reviews	Pending HR Reviews	Approved
			4	0	37

**Organization's Mid-Year Review**

Status	MYR Start Date: 4-Oct-2019	MYR End Date: 31-Jan-2020	Open Action Items	Drafted/Not Started	Self-Assessment Completed
Started			0	39	21
MYR Review End Date	For Managers: 31-Jan-2020		Manager Reviews Completed	Signed-off by Employee	Unapproved GNOs
			0	3	26

**Organization's End of Year Review**

Status	EYR Start Date: 9-Mar-2020	EYR End Date: 6-Apr-2020	Drafted/Not Started	Self-Assessment Completed	Manager Reviews Completed
Started			21	14	28
EYR Review End Date	For Managers: 26-May-2020		Calibrated	Unapproved GNO	
			0	26	

**My Dashboard**

**My Goals & Objectives**

Status: GNO not Initiated | GNO End Date: -- | My Main Goals: No records found

**My Mid Year Review**

Status: MYR not initiated | MYR End Date: --

**My End of Year Review**

Status: EYR not Initiated | EYR End Date: --

**Announcements**

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