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# Robust Performance Management System for a Leading East African Financial Services Group



**CASE STUDY**  
2020 JMR Infotech

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## Robust Performance Management System for a Leading East African Financial Services Group

*JMR implements a robust Performance Management System for a leading East African Financial Services Group*

### Executive Summary

One of the most prominent Financial Services Group in the East African region partnered with JMR for implementation of a robust Performance Management System as part of the strategic initiative to revamp the business processes and resources management.



### Key Challenges

- Lack of Goal setting for employees at various levels
- No periodic performance assessment against the goals
- Lack of transparency in the assessment process

### JMR's Solution

- Performance Management System has been developed and implemented with following key functionalities.
- Create Objective and Goals Library
- Objective Categorization based on HR Organization and Department
- Weightage and Rating for objectives
- Publish a plan for assignment of objectives based on job and position
- Cascading of objective settings
- Self and Manager rating

## **Key Business Benefits & Return on Investment**

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- Automatic Assignment of objectives based on job and position of employees
- 70% Reduction in manual efforts in performance assessment of employees

## **About the Client**

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This renowned African bank is a leading diversified financial services group that has interests across the Eastern and Southern Africa regions. It has operations in Kenya, Uganda, Tanzania, Rwanda, South Sudan, Mozambique and Malawi. The group offers a wide range of financial products and services in Insurance, Asset management, Banking and Property.