



## Case Study : Corinium HR Management

An experienced HR consultancy offering a wide range of Human Resource services and solutions.

Established in 1996, Corinium Human Resource Management have a team of professionally qualified and internationally experienced consultants who specialise in all aspects of people development.

One of the key services provided by the business is 360 degree employee performance assessment and key to their continued success was to develop an effective software solution to deliver this as an online diagnostic and reporting tool.

**CORINIUM**  
human resource management

Goes out of their way to meet customer needs and find the best solution

Importance:  Effectiveness:

Question 2 of 52

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<u>Importance</u>	<u>Effectiveness</u>
6 essential	6 excellent
5 very important	5 very good
4 important	4 good
3 not particularly important	3 fair
2 little relevance	2 poor
1 irrelevant	1 very poor
0 don't know	0 don't know

Corinium required an automated solution to enable their business to survey work colleagues in a consistent, confidential and quantifiable way regarding the performance of nominated employees and for this data to be collated and interrogated in order to produce a feedback report for these nominees. They were

referred to Evergreen through a service supplier that knew and had a positive experience working with Evergreen.

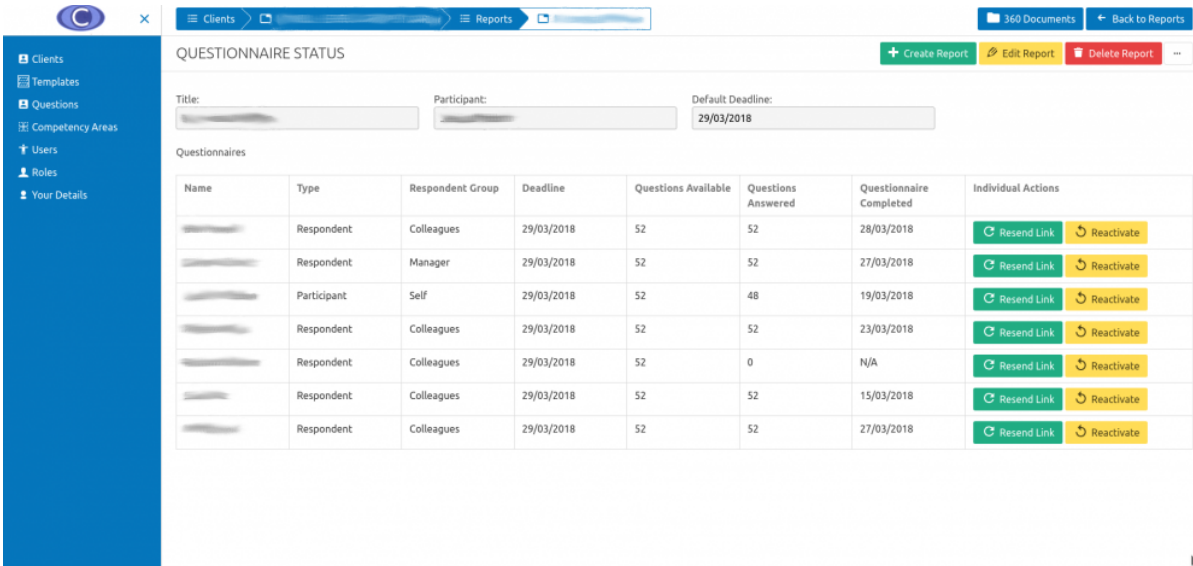
[Click here to visit coriniumhrm.co.uk](http://coriniumhrm.co.uk)

## Delivering a Solution that Maximised Process Efficiencies

Corinium was seeking a fully automated solution to deliver their 360 diagnostic tool. Prior to engaging with Evergreen this process proved to be labour intensive for the client involving manual inputting of data, analysis and development of customised reports for individuals.

Evergreen spent time with the business to understand and map out each step by reviewing in detail the end to end process. They mapped out the existing process and quickly established an in-depth understanding of what the requirements were.

The challenge for Evergreen was to deliver on the depth and detail that Corinium required for their solution. Through extensive collaboration, Evergreen identified gaps and helped to redefine areas of the process that required updating before agreeing with them what the deliverables of the final solution would be. A flexible and responsive solution was ultimately achieved.



The screenshot displays the 'QUESTIONNAIRE STATUS' dashboard. At the top, there are navigation tabs for 'Clients' and 'Reports', along with buttons for '360 Documents' and 'Back to Reports'. Below the navigation, there are buttons for 'Create Report', 'Edit Report', and 'Delete Report'. The main content area features a table with the following columns: Name, Type, Respondent Group, Deadline, Questions Available, Questions Answered, Questionnaire Completed, and Individual Actions. The table contains eight rows of data, each representing a questionnaire. The 'Individual Actions' column for each row contains two buttons: 'Resend Link' (green) and 'Reactivate' (yellow).

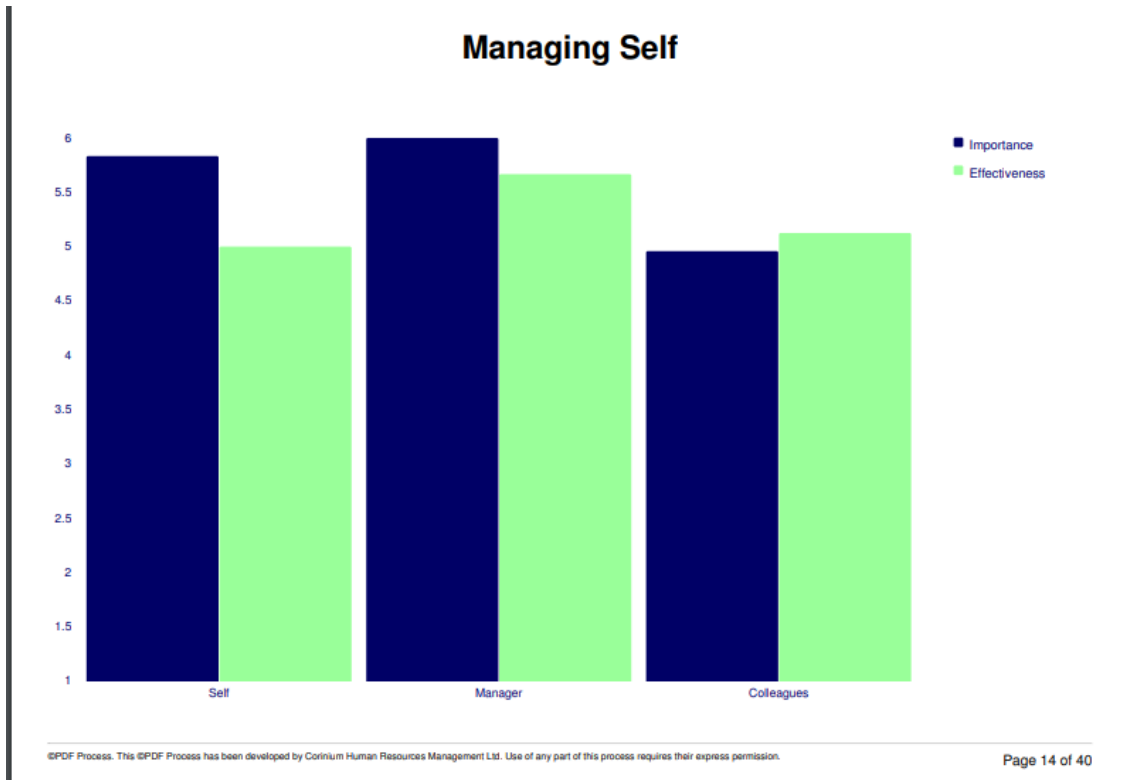
Name	Type	Respondent Group	Deadline	Questions Available	Questions Answered	Questionnaire Completed	Individual Actions
[Redacted]	Respondent	Colleagues	29/03/2018	52	52	28/03/2018	Resend Link Reactivate
[Redacted]	Respondent	Manager	29/03/2018	52	52	27/03/2018	Resend Link Reactivate
[Redacted]	Participant	Self	29/03/2018	52	48	19/03/2018	Resend Link Reactivate
[Redacted]	Respondent	Colleagues	29/03/2018	52	52	23/03/2018	Resend Link Reactivate
[Redacted]	Respondent	Colleagues	29/03/2018	52	0	N/A	Resend Link Reactivate
[Redacted]	Respondent	Colleagues	29/03/2018	52	52	15/03/2018	Resend Link Reactivate
[Redacted]	Respondent	Colleagues	29/03/2018	52	52	27/03/2018	Resend Link Reactivate

## The End Result

Corinium can now invite feedback through an internet link that delivers data and reports in real time. The solution has the capacity to average and cluster responses into a customised report format for an individual highlighting strengths, and

development opportunities - ultimately eliminating the manual input that was required previously.

The inclusion of complex formulae means it will calibrate accurately dependent on the type of scenario required and ensures that it is accurate every time. The solution has now been fully implemented and embedded within their business and successfully rolled out to a number of their clients.



### Managing Self

Question	Respondents			Overall
	Self	Manager	Colleagues	
Is honest and fair		S	S	Strength
Considers the impact of own actions on others		S		
Plans activities ahead of time to make most use of materials and resources	S	S	S	Strength
Is open to feedback on their own performance	S		S	Strength
Communicates in ways that promote understanding		S		
Takes action on constructive criticism			S	
<b>Overall</b>			Strength	

This table shows which competencies or individual questions are seen as strengths or development opportunities for you by the different respondent groups.

A question or competency is seen as a strength if your average effectiveness score was rated the same as or higher than the importance score by a respondent group, provided the effectiveness was at least 4.

A question or competency is seen as a development opportunity if the rating given for effectiveness is lower than that given for importance by one whole point or more and effectiveness is less than 4.

Question	Self		Manager		Colleagues	
	Import	Effective	Import	Effective	Import Average	Effective Average
Is honest and fair	6.0	5.0	6.0	6.0	4.8 *	5.8
Considers the impact of own actions on others	6.0	5.0	6.0	6.0	5.0 *	4.8
Plans activities ahead of time to make most use of materials and resources	6.0	6.0	6.0	6.0	5.5	5.8
Is open to feedback on their own performance	6.0	6.0	6.0	5.0	4.3	4.5
Communicates in ways that promote understanding	5.0	4.0	6.0	6.0	5.3	4.8 *
Takes action on constructive criticism	6.0	4.0	6.0	5.0	5.0	5.3

This table gives the average score given by each respondent group for each question.

Where there is an \* against the score, this indicates that there was a wide spread of scores - a spread of at least 3 whole points between the highest and lowest score.

Above: An extract from the multi-page report

## How does Corinium sum up their experience working with Evergreen?

*"Our experience in dealing with Evergreen has been extremely positive. They listened to the challenges we had and developed a deep understanding of our existing process and where we wanted to get to.*

*"Once they understood our requirements they identified gaps and added efficiencies that were built into the proposal and subsequent development phase. They were always very proactive and speedy in response and delivered a robust solution that has absolutely met our business needs - fully automated, real-time delivery and most importantly very user-friendly.*

*"We would not hesitate to recommend Evergreen for IT software solutions including the ability to develop and deliver performance management software."*

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Clare Mayall, Director  
Corinium HR Management

To ensure your software project delivers, call  
Evergreen on 01454 269 087