

CASE STUDY

Lupin relies on Kennect to conduct accurate (annual) performance appraisals for **6000+** sales reps

Strength: **6000+** | Industry: **Pharma**

SUMMARY

Performance appraisal is one of the most important activities in an organization. One that every employee looks forward to. The main goal of this activity is to ensure a fair and transparent evaluation of each and every employee's performance in the past year.

The most common approach to designing an evaluation process is to bring together various important KPI components that align with the organizational goals. And assign them weights in the ratio of their significance. Almost all of these components are objective while some weight is reserved for MBOs which are subjective. Design is finalized at the beginning of the year and communicated to all the reps. At the end of the year, a scoresheet of each employee is generated by measuring his performance on each of the metrics.

ROI



100% accurate calculations and organization wide standard and fair process for each and every eligible employee.



500+ admin hours and **2500+** user hours saved.



Total appraisal cycle days reduced to **2 weeks** from 6 weeks



Kennect's Rating **4.8/5**



CHALLENGES

- ◆ **Time - consuming and error - prone** calculations in excel
- ◆ **A lot of time** spent by the admin team tracking progress and sending reminders to line managers to submit MBOs
- ◆ **Absence of workflows for sharing MBO** inputs from a line manager to his /her seniors for approval
- ◆ **No Query management platform** meant queries would be addressed via email, making it a cumbersome task requiring multiple teams to collaborate and provide inputs

SOLUTIONS

- ◆ Dashboards for managers to review the detailed performance of all of their team members
- ◆ Workflow for MBO submission with multi-level approvals
- ◆ Dashboards and reports for admin to track progress and mechanism to trigger reminders
- ◆ Query module for addressal of any query raised by managers

Lupin's journey with Kennect

Kennect started off as Lupin's partner for SIP calculations. In a very short span of time, Kennect was able to deliver accurate SIP payout reports along with providing real-time visibility to reps on their commissions. During one of the conversations, we discovered that appraisals were a big pain point as they were being done manually using excel sheets. Various teams like MIS, HR and SFE would bring in data for their respective systems together and perform calculations in excel to prepare a final evaluation sheet which would be passed on to line managers. This was an already complicated process which was further complicated when line managers would raise queries. Without a proper workflow, it was very difficult to resolve queries within expected timelines. Managing exceptions, multi-level approval, etc. was also not possible.

So keeping all the challenges in mind, Kennect added appraisals to its platform and successfully transformed how appraisals are conducted in Lupin

Additional Resources



www.kennect.io



www.linkedin.com/company/kennect.in



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