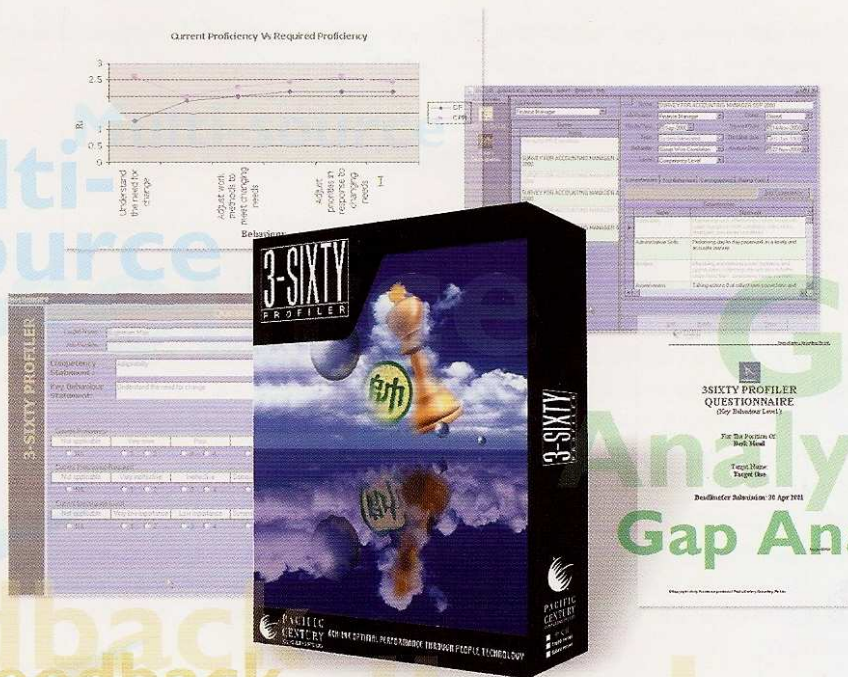


3-Sixty Profiler™



Multi-source



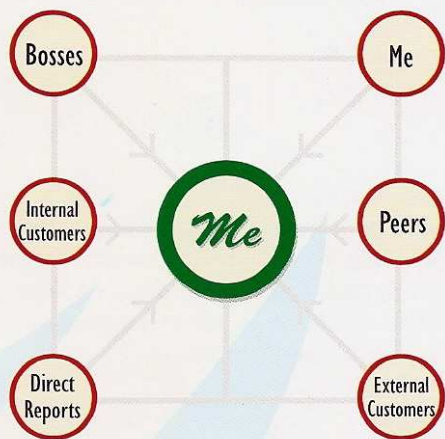
Gap Analysis
Gap Analysis

Feedback
Feedback

Wrong Promotion Decision causes 1 / 99 syndrome.

It makes 1 person happy and 99 others in the organisation unhappy. Such expensive mistakes can often be avoided if management has more than one source of information about an employee's performance and work standard. As the common saying goes, "sometimes it takes two or more people to really know one." For a holistic perspective on an employee's performance, more and more organisations are depending on 360° assessments to provide accurate and valuable feedback for performance review, development, identification of training needs and career counseling.

360° Feedback is also known as multi-rater/multi-source assessment. 360° feedback assesses employee performance from several points of view – peers, customers, supervisors, subordinates, vendors or anyone else who interact with the employee. This results in a more balanced view of an individual's performance at the work place. Relying simply on bosses' input would often lead to a narrower perspective (as the boss may not see all that is happening in the work place) and reinforces singular accountability. In contrast, multi-source feedback often leads to accountability to all stakeholders, thereby ensuring greater synergy and collaboration. It is particularly powerful in a team environment where every team member's inputs count.



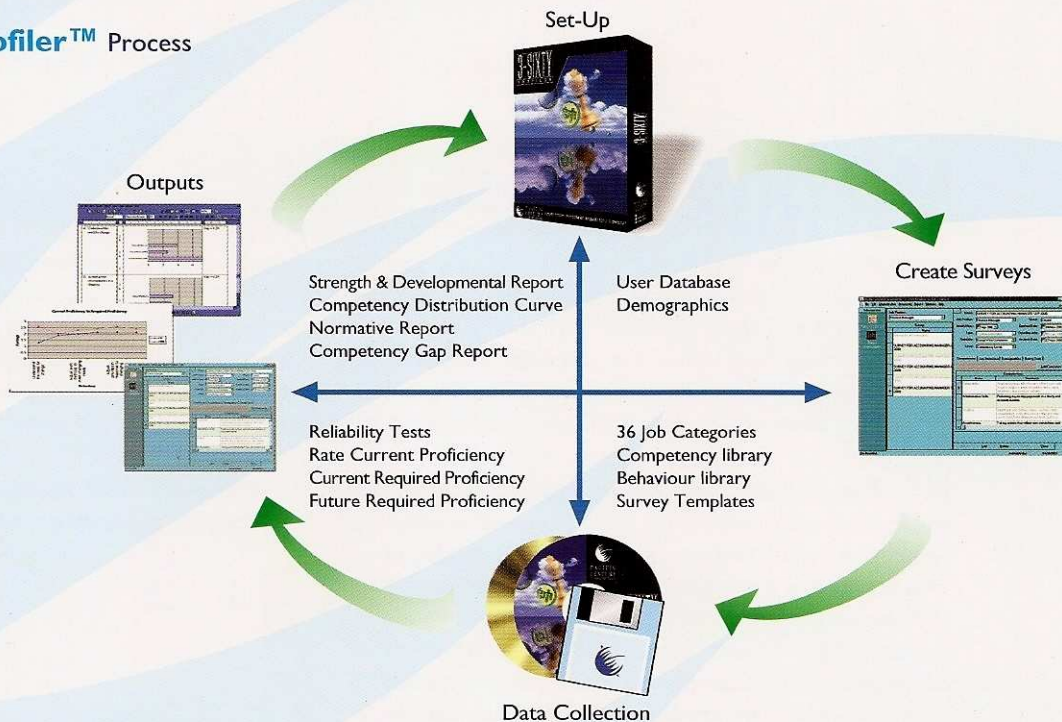
360° feedback is a powerful tool for change but entails a highly sensitive process that can easily backfire if it is not managed carefully.

3-Sixty Profiler™ is a performance management and 360° feedback management software designed to help deliver real time information on employee performance and skills gaps. This software allows organisations to seek input on an individual's performance from the people he works with. The feedback can also be sought from the customer he deals with. The information collected constitutes a rich source of data for developmental plan. Information can also be collated for cohorts of individuals by management levels, groupings, departments, etc. Such organisational information provide a realistic manpower profile highlighting strengths and exposures of the organisation. It can also be used to collect baseline data on any area prior to a significant change initiative. It is both a wonderful macro and micro manpower-planning tool.

3-Sixty Profiler™ - Highlights:

- Library of the latest competencies comprising 73 competencies and 420 behavioural statements.
- Open library structure to allow inclusion of client-specific competencies or future competencies.
- 36 pre-analysed job categories to streamline the analysis process.
- Choice of 8 survey purposes and scale descriptions to fit all survey objectives.
(Eg. Survey can be done as a performance feedback versus training needs analysis for a current job or future job.)
- Built-in reliability screen of inputs provided by respondents. (When a certain respondent's inputs deviate from other respondents' inputs significantly for 40% of the inputs, his inputs will be marked as unreliable and an administrator can choose to have his inputs omitted for analysis.)
- Adopting the latest A-score calculation to reflect the level of agreement between respondents.
- Available in English, Chinese and Bahasa Indonesian.
- Individual reports providing friendly, tell-all one page executive summary, detailed rating reports at competency and key behaviour level and developmental guide.
- Group reports intended for senior management including friendly, tell-all one page executive summary, group competency profile, group competency distribution curve showing strength inherent in the organisation and a group ranking report showing a ranked order list of staff targeted in the 360° survey, listing the most effective employee to the least effective one.
- All reports are in MS Excel format to facilitate flexibility in reporting format and further analysis work.

3-Sixty Profiler™ Process



Full Service Support

- Our user training will enable you to quickly grasp the conceptual framework behind the software, administer, operate and implement the software.
- Full installation support to ensure a timely, problem free implementation.
- Dedicated hotline customer support to on-site technical support.
- Continuous product updates.

Consultancy

We are able to offer a full range of consultancy services to support and complement the implementation of the software. For details on services offered, check our website at www.pcc.com.sg or call us for a free demo.



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