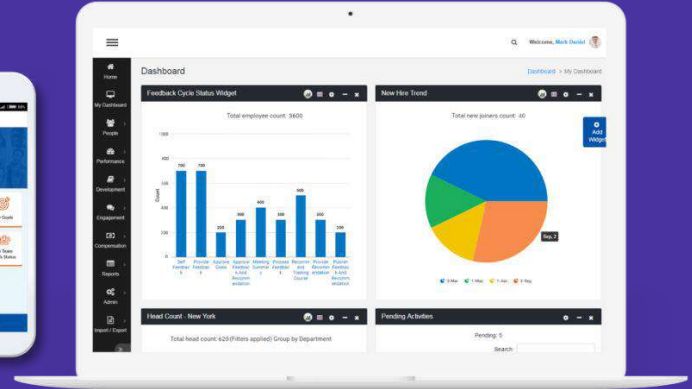


Continuous Performance Management for RETAIL ORGANIZATION





Great Place to Work Companies



CAPITA



Technology



Enterprise





Retail industry is growing at a rapid rate. Key differentiator is the customer experience. Talent management is critical for providing excellent customer experience and sustain the growth for each retailer.

SCOPE FOR PRESENTATION

**EMPLOYEE PERFORMANCE MANAGEMENT
CHALLENGES FOR RETAIL ORGANIZATIONS**

SYNERGITA AS SOLUTION

KEY BENEFITS

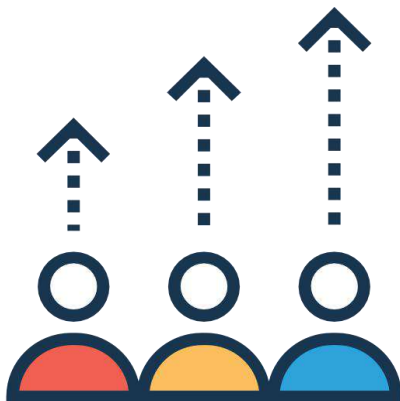
PERFORMANCE MANAGEMENT CHALLENGES FOR RETAIL ORGANIZATIONS





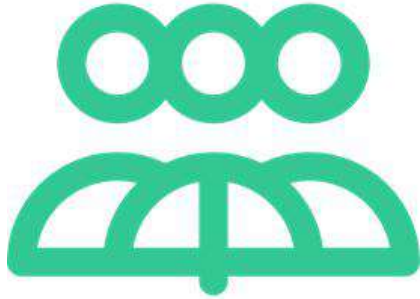
• Attraction, Attrition & Retention of Talents

- ❑ The attrition rate in the Retail Industry is 30-35 per cent which is higher when compared with other Industries such as IT/ITES, Manufacturing, etc.
- ❑ As a recent trend, a number of people are exiting the retail industry rather than switching from one job to another within the industry.



Lower Employee Engagement

- ❑ Quantum Workplace's Employee Engagement Trends Report found nearly 35 percent of retail employees feel disengaged with their work.
- ❑ More than 50 percent of unengaged retail employees say they plan to leave their employer in the 12 months

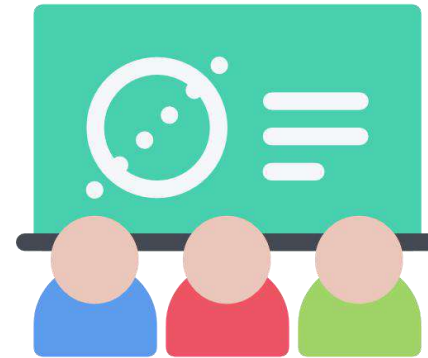


- **Non-Uniformity across different stores**

- ❑ Cross-organizational integration is the toughest and most fundamental requirement of a performance management system.
- ❑ Delayed appraisal is one of the by-product of discord among branches.

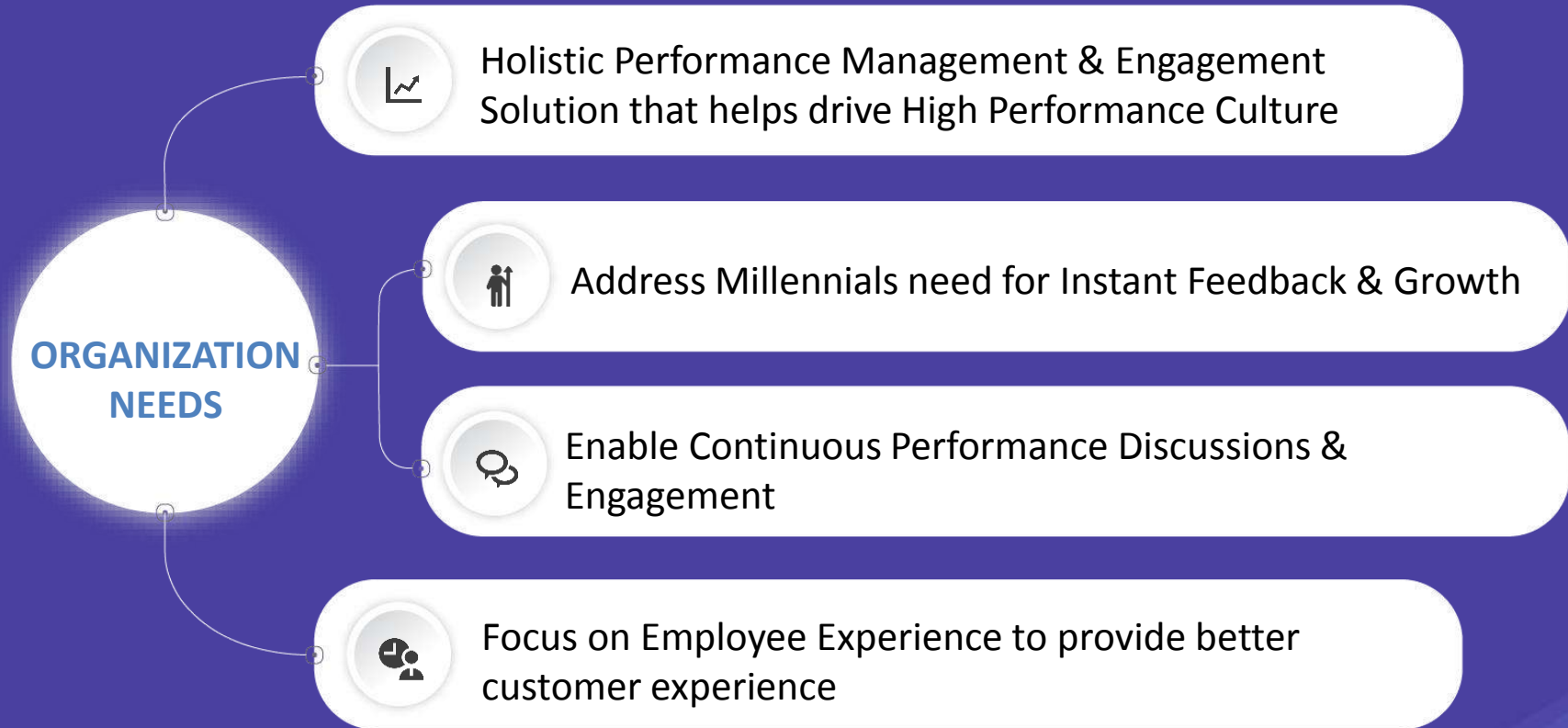
Inadequate Employee Training

- ❑ As there is huge tie between retail and ecommerce, preparing employee towards customer experience, understanding the potential of the employee and accordingly mapping training course with timely tracking has become a huge challenge in Retail Segment .
- ❑ Improper training at initial stage results in failed managers who are not able to offer expected customer experience.



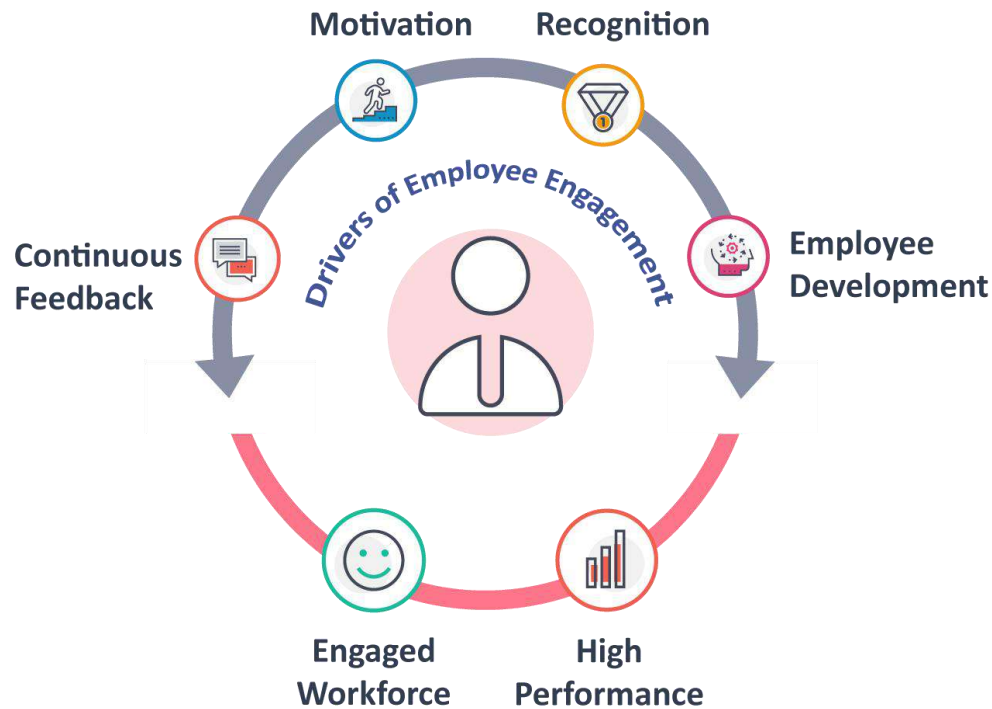
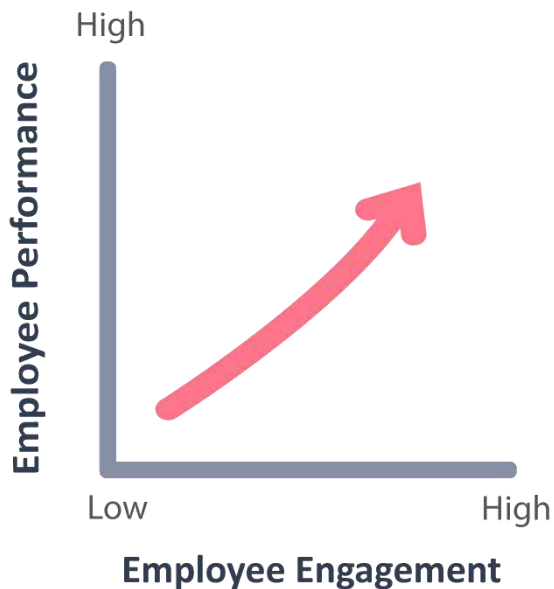


WHAT ORGANIZATIONS NEED NOW?





Engagement is the key



Josh Bersin: “PMS with Employee Engagement practices is the complete productivity-driven solution.”

When organizations remove the hurdles their employees face, engage with them on their needs and nurture and develop them, they create an extraordinary culture where employees unleash their potential, set new standards of excellence and create wonders.

We Call it

peopleMAGIC [©]





Continuous
Performance
Management

+

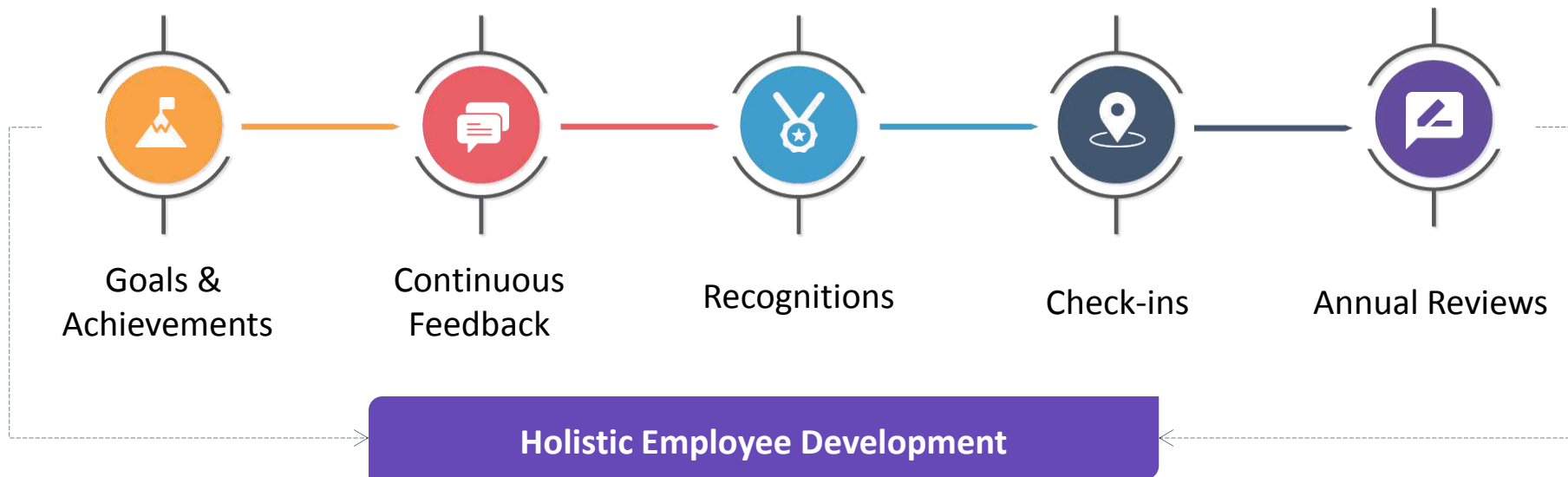


Employee
Engagement

= **peopleMAGIC[©]**



- Synergita is a Continuous Feedback based Employee Performance, Engagement & Development Software
- Helps in building a world-class company culture driven by peer recognition





Manage Employee Information



Rewards & Recognition



E-Communication



Set & Manage goals



360 Degree Feedback



Employee Engagement Surveys



Quarterly Goals Tracking



Performance Reviews



Reports



Continuous Feedback



Recommend Skill Training & Monitor Progress

Key Focus Areas



Synergita incorporates continuous feedback as a part of the Employee Engagement.

Supervisors/Managers, HR,CXO, etc. can appreciate the employee in real time, coach their team members, etc.



Continuous Feedback

Home > Engagement > Continuous Feedback

Feedback submitted will be published after 15 minutes. You will be able to edit/delete the feedback for 15 minutes.

Engagement

Continuous Feedback

Search [] + ADD

06 Dec 2016

Mark Daniel (HR) To **Will Lewis** (Engineer)
Category: Unique Contribution | Visibility: Public
Thanks Will for your extended support in Production roll out. Keep it up.
Comment(2) Edit Delete

Type your comment [] Post

07 Dec 2016

Steve Martin (Primary Man...) To **Tissa Mathew** (Head of Sales)
Category: Appreciation | Visibility: Public
Fantastic job in project A
Comment(6) Edit Delete

Type your comment [] Post

03 Dec 2016

Mark Daniel (HR) To **Calvin Lopez** (Project Lead)
Category: Appreciation | Visibility: Public

Browse Categories

- All ☒
- Appreciation ☒
- Areas of Improvement ☒
- Awards ☒
- Employee of the Month ☒
- Employee of the Year ☒
- Role Star ☒
- Star Gladiator ☒
- Confidential Notes ☒
- One on One Meeting ☒
- Unique Contribution ☒

Synergita
Outlook Plugin
You can post your continuous feedback comments right from your Outlook



Boost peer recognition, job satisfaction and inspire high-performance, Post the awards, achievements, and rewards in the Continuous Feedback Wall. Value their contributions and improve employee productivity instantly

Feedback submitted will be published after 15 minutes. You will be able to edit/delete the feedback for 15 minutes.

Choose an employee to proceed further: Select Category: Select Award:

Comment:

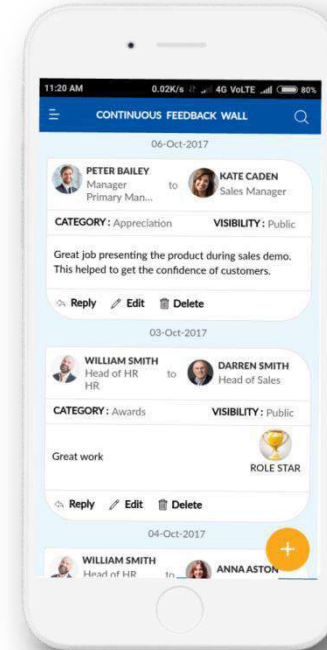
Provided On: Provided By:

Browse Categories

- Employee of the Month
- Employee of the Year
- Role Star
- Star Gladiator

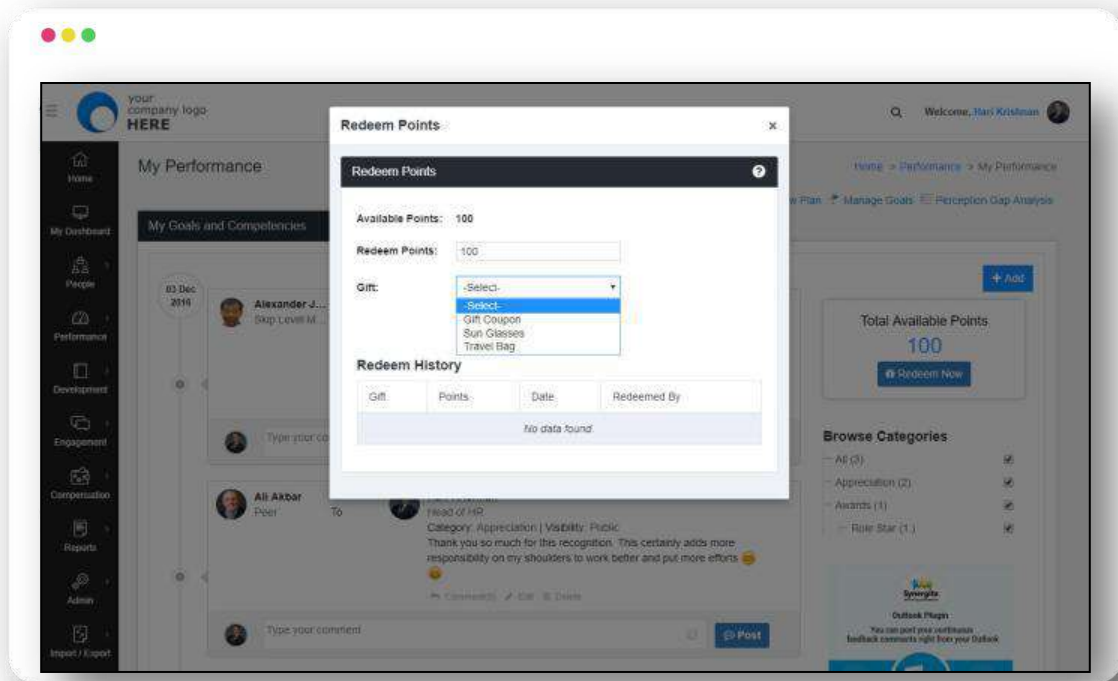
14 Mar 2018

Ravi Vyas Peer To **Vijay Kumar** Manager
Category: Appreciation | Visibility: Public
Good Work





Gamify continuous feedback and configure reward points for each award or appreciation received. Employees can redeem the accumulated reward points at a later time.





Synergita allows employers/employee to clarify job responsibilities and expectation during the beginning of the year which helps the employee to work towards defined targets and KRA's. Employee goals can be set in line with organizations objectives.

GOALS - 50%

Accuracy:

30%

Accuracy: clean and simple descriptions. Ensure that the boutique goes LIVE with required information. Take the responsibility on overall boutique set-up to live Description, Size chart, Price point, Product name, Sub category is proper - Images uploaded are proper - Look out for JIT inventory on regular basis and EDD data.

TARGET

Timeliness

20%

Follow for sample (Images creative, PO dispatch detail, Pricing related works, For timeline setup, Follow up with vendors for the required information, Timeliness Ensuring all work gets done within timelines.

TARGET

Merchandise preview

20%

Ensure that all information is gathered before the boutique goes LIVE - Overall boutique require detail. Merchandise preview Cleaning up back-end data (cleanup target per month to be defined by buyer)

TARGET

Target boutiques/ month: Number to be defined by buyer/ BDM

10%

Improve my visual merchandising skills- Give my inputs to the team in enhancing the look of the boutique.

TARGET



Synergita can be integrated with retail POS software like Fusion Retail, ETP Omni channel solutions to pull metrics like target, achievements, productivity, quality score etc. on periodic basis. Goals can be rated in the light of metrics obtained from the business system.

My Performance

Home > Performance > My Performance

My Goals and Competencies

View Past Feedback

Continuous Feedback

Employee Performance Metric

Employee Performance Metric Details

Review Period: 2017-2018 Metrics Apply

2017-2018 Metrics

Export

Name	May 2017	August 2017	April 2017	Cons 2017	October 2017	June 2017	January 2017	March 2017	September 2017	July 2017	February 2017	November 2017
Smart Goals												
Productivity	100.6	95.6	108.2	90.3	110.3	102.6	44.8	80.4	103.5	104.2	68.8	122.4
Quality score (Critical error/Sample audited)	100	100	100	99.7	100	100	97.8	100	100	100	100	100
No. of Uninformed/Unplanned/ Unauthorized Leaves	0	0	0	0	0	0	0	0	0	0	0	0



Employee development module empowers manager/supervisor to assign training courses with predefined due date in real time..

RECOMMENDED TRAINING COURSES

Available Courses

Collapse All

Expand All

Selected 1 Courses

Management Skill

Technical Skill

Communication Skill

☒ Presentation Skills

Recommended Courses

Collapse All

Expand All

Communication Skill

☐ Communication Skills

22-Dec-2017

>

<

www.synergita.com 19

Employees can any time view their pending training courses and attended training courses.

Pending Training Course(s)

Search

Course Name	Description	Category	Due Date	Recommended By	Action
Financial Forecasting	Financial Forecasting	Technical Skill	31-Dec-2017	Primary Manager	
Financial Management	Financial Management	Management Skill	31-Dec-2017	Primary Manager	
People Management	People Management	Management Skill	31-Dec-2017	Primary Manager	

Show 5 records per page

First Previous 1 Next Last

Training Log (1)

Total Hours:3.00

Attended Training Course(s)

Search Sort By: Attended Date + Add

Category	Course Name	No. of hours	Attended Date	Score	External Trainer Name	Attach Document	Comments	Internal Trainer Name	Recommended By	Due Date	Action
Communication Skill	Communication Skills	3	05-Dec-2016	5.00				Vijay			

Show 10 records per page of 1

First Previous 1 Next Last

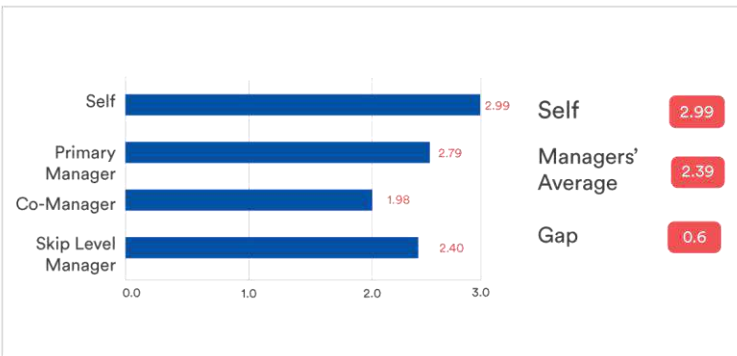


Synergita incorporates powerful analytical reports which help to make quick business decision.

9 Box Analysis



Perception Gap Analysis



Strengths

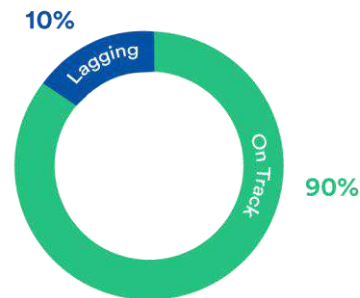
S.No	Attribute	Employees rated on this attribute	Employees having this strength
1	Team Management	20%	80%
2	Coding Skills	30%	75%
3	Communication	100%	63%
4	Decision Making	100%	59%
5	Detail Orientation	70%	43%
6	Customer Focus	30%	38%

Weakness

S.No	Attribute	Employees rated on this attribute	Employees having this weakness
1	Risk Analysis	10%	60%
2	Flexibility	70%	52%
3	Commitment	100%	49%
4	Timeliness	100%	41%
5	Presentation Skills	20%	35%
6	Sales Target	30%	31%

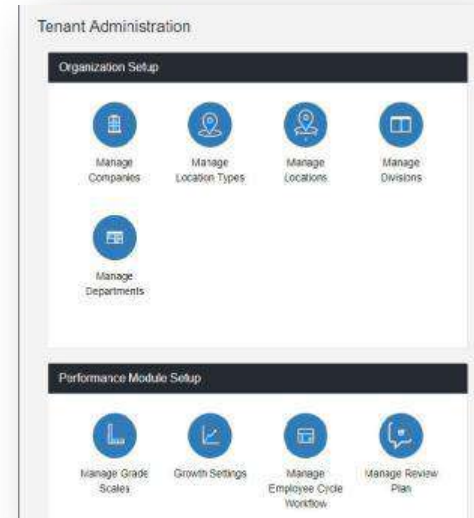
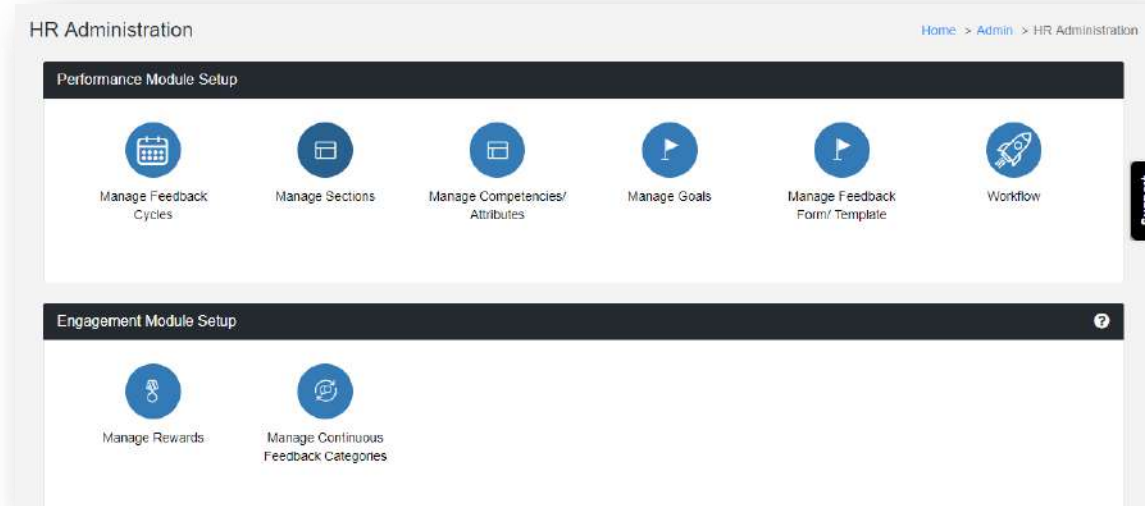
Strength & Weakness

Goal Status





When it comes to retail, different units/location works in different ways. Synergita incorporates configurable workflows and forms to meet changing business requirements. Configuration control rests in the hands of HR thereby reducing dependency on cross functional teams/vendors .





Make Your Workplace People Friendly

Measure your employee engagement and improve work culture with quick to setup Employee Engagement Surveys.



**Setup Employee
Surveys Quickly**



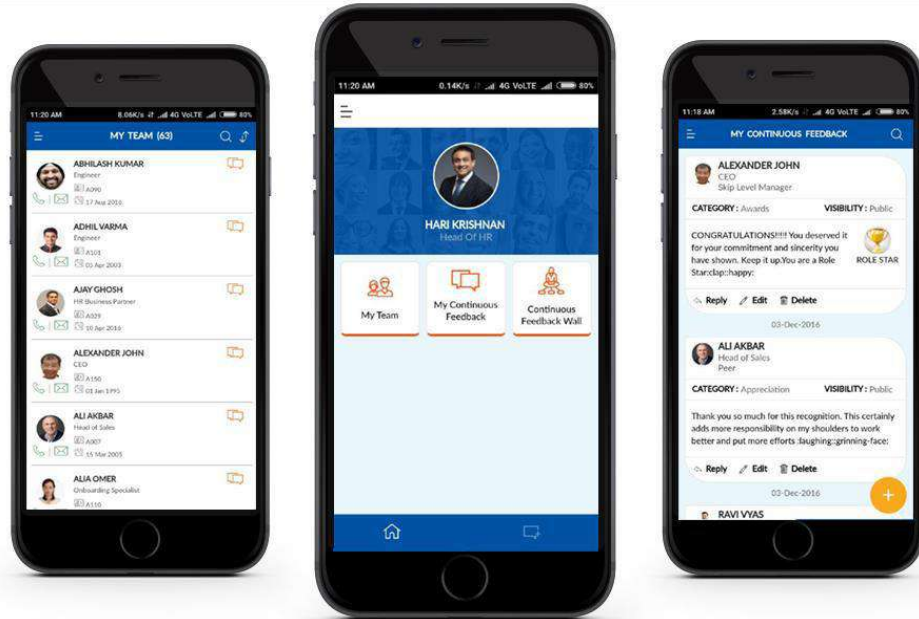
**Get Anonymous
Feedback**



**Get Actionable
Intelligence**



Synergita is extremely simple and easy to use software with deep performance management capabilities. It has a intuitive user interface which gives rich experience to individual. Synergita has web responsive interface and mobile application making it handy.



Synergita - Mobile App

Our Performance &
Engagement Software is
at your Fingertips!



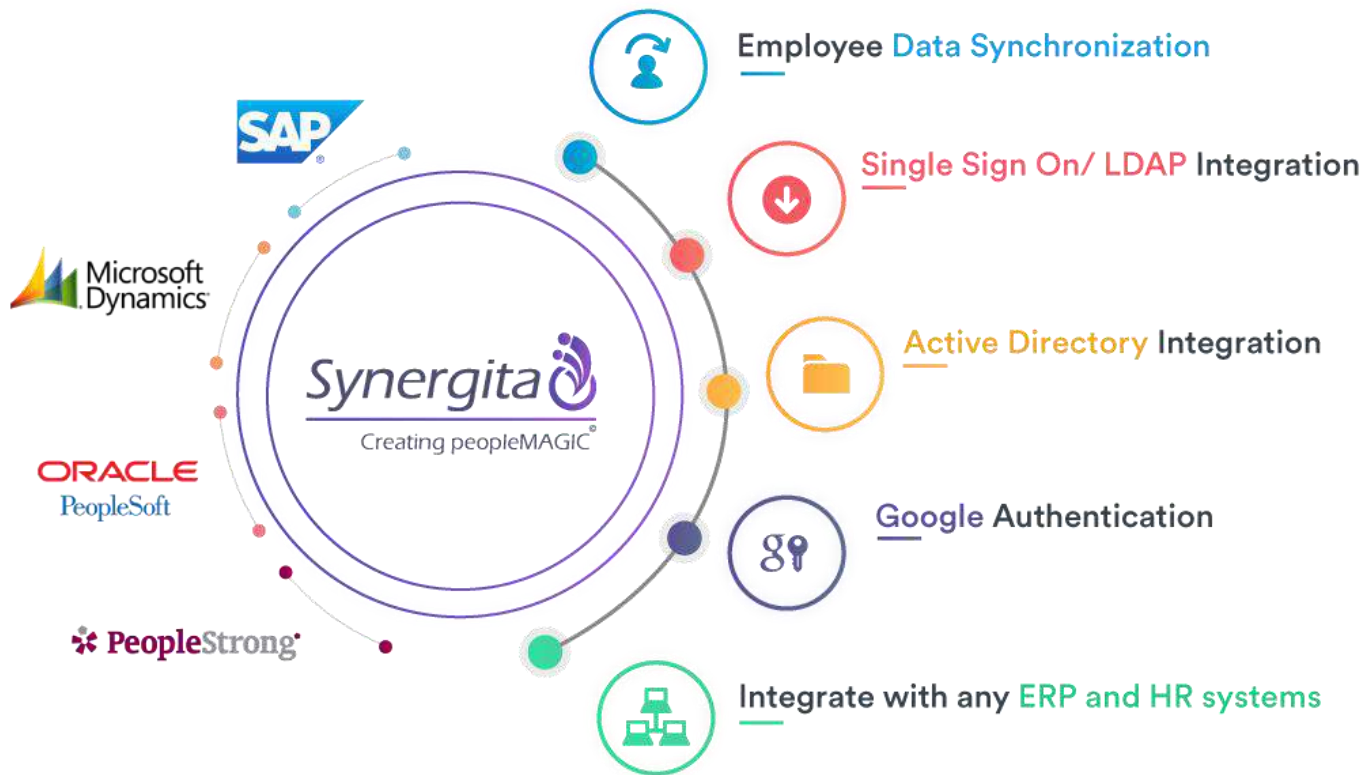


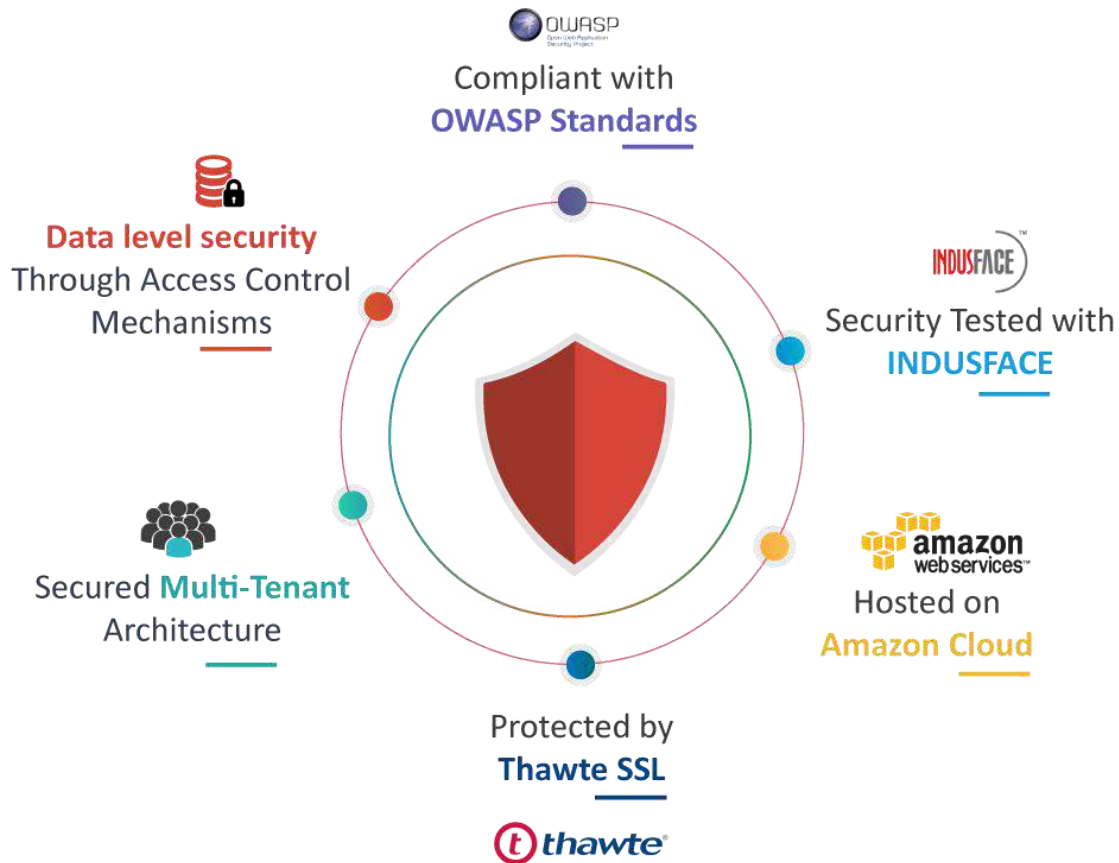
E-communication is an advanced email solution built specifically for HR teams to communicate with employees. E-communication module also shows email engagement metrics which helps the HR team to understand engagement level of employees.








What you can infer?

- Right set of messages at right time for employees
- Discover the impact of email communication
- Measure responsiveness of employees
- Redefine communication best practices







- 01  Simple & Easy to Use
- 02  Mobile Availability
- 03  Configurable Workflows
- 04  Extensive Reporting
- 05  Data Integration with Top ERP/HCM in the Market





THANK YOU



Test Drive Synergita today to create **peopleMAGIC®**

Web : www.synergita.com

Email : info@synergita.com

USA

SINGAPORE

INDIA