



PERFORMAX Customer Solution:

Oracle Canada

NB: Each Solution is based on a customer engagement from which we report the situation to the best of our ability using customer quotes wherever possible

The Measureable Outcome from PERFORMAX's Engagement was....

Oracle Canada had been losing money, but soon returned to profitability.

The President's letter to PERFORMAX included the following:

"You have helped us fix the above in a simple, pragmatic way.

Also your activity based performance management system will allow us to understand what people are doing, versus what they should be doing."

"Your Training Program and PERFORM backed up by your Consulting are an excellent way to implement fundamental change and discipline into an organization."

Robert Gordon, President, Oracle Canada

The Situation at Oracle Canada

When PERFORMAX worked with Oracle Canada, the company had experienced great growth (there's a surprise), but was losing money!

A new President was appointed and he hired PERFORMAX (then CCMC) to help address this serious issue with a Management Training Program.

During the initial consulting, it became obvious that there was more than a training issue... in the President's words:

"You [PERFORMAX] graphically pointed out that:

- ❑ Job accountabilities were not linked to corporate goals
- ❑ Performance Evaluations were done on criteria that did not contribute to job accountabilities."

PERFORMAX's Contribution

PERFORMAX provided the following:

- Consulting to help find & define the organizational root causes of the money losing company
- A management training Program for Senior Management and then ALL Line Managers
- Customized PERFORMAX's Performance Management System (PERFORM)
- Training for ALL Managers on the System and then helped set up all Job Performance Criteria
- Provided follow on Training Modules for:
 - ◆ Recruiting
 - ◆ Performance Appraisal
 - ◆ Coaching to help sustain the Performance Management System.