



### **Company**

Big Bang is a market leading retailer in Slovenia which specializes in selling electronics and related services. Established in 1991, it operates over 16 stores in Slovenia and Serbia. In 2014 Big Bang decided with the help of Gecko HRM to modernize their HR practice.

### **Challenge**

As the market became more challenging in 2008 with buyer's attitudes changing and items were no longer flying off the shelves, a new strategy for employees needed to be implemented. A complete change in employee's attitudes was needed, not only towards the customer but towards each other and the responsibilities they held.

On the application side a new modern centralized system was required to replace the manual labor and paper work needed to perform annual reviews. Up to 36 excel spreadsheets were used for competence reviews and paper work was getting lost.

### **How?**

Competences needed to be assigned to individual job position that could be quantified for Key Performance Indicators (KPI). A review systems to identify competences that directly improve KPI's. Finally a rewards system to properly compensate the employees based on their achievements.

On the application side a centralized system was needed that was easy to use, would give a complete picture of an employee without having to sign into multiple systems. An overview for managers for all his subordinates where they can quickly identify key improvements areas of an individual.

### **Solution**

Big Bang defined key KPI's and competences needed for individual job positions. Annual reviews were replaced with quarterly reviews and monthly 360 degree reviews. With the help of Gecko HRM Talent Management KPI's are tracked, managers are given the tools to evaluate competences and finally with the 360 degrees reviews the employees can evaluate each other.

### **Results**

A streamered line process which no longer requires paper and excel spreadsheets. Gecko HRM gives a complete picture of the employee's KPI's, measured competences and 360 degrees review scores. Managers can easily view all their subordinates in the Organizational chart with KPI's, Competence and 360 degrees scores which are color coded to easily identify the ones that need to be addressed first.

### **Conclusion**

Big Bang has successfully transformed their performance management with the help of Gecko HRM to streamline and centralize the process.

