

# CASE STUDY



LIBERTY  
LONDON

Leading retailer, Liberty London, wanted to improve the number and quality of performance appraisals carried out across the organisation ensuring the organisation could get the best out of its people and maximise productivity and potential.

## Business challenge

- Employee survey findings from 2006 revealed 37% of the organisations employees had never had an annual performance discussion with their line manager
- Limited succession planning across the business
- High levels of HR administration

"When looking for an external provider, we wanted to find an organisation that didn't just offer a solution which addressed our performance management issues at the lowest price; we wanted to work with someone who also shared our values."

Robert King – Head of HR, Liberty



## Solution

A bespoke talent toolbox™ solution was developed for Liberty, allowing them to regularly communicate with their people, seek opinions, understand needs and address performance management.

- Performance management
- Measures against company values and behaviours
- Collection of data on employee engagement
- Risk management
- Learning and development needs analysis
- Succession planning and nine-box grid
- Self development / progress own performance

"The talent toolbox team was a perfect fit with Liberty; they understood our vision and were extremely knowledgeable with a fantastic track record. The system itself offers excellent value for money and is very user friendly. The return we have witnessed has also been fantastic and the reason why the platform is now integral to our people strategy."

Robert King

## Outcomes

Since the introduction of talent toolbox in April 2010, the following business improvements have been made:

- Increased performance appraisal completion rates—up from 55% to 85% within 12 months
- Higher retention—labour turnover has reduced between 7% and 10% year on year
- Improved productivity, morale and employee engagement which has had a knock-on effect on customer service
- Comprehensive succession planning across all families of business
- Reduction in HR administration versus a paper based system