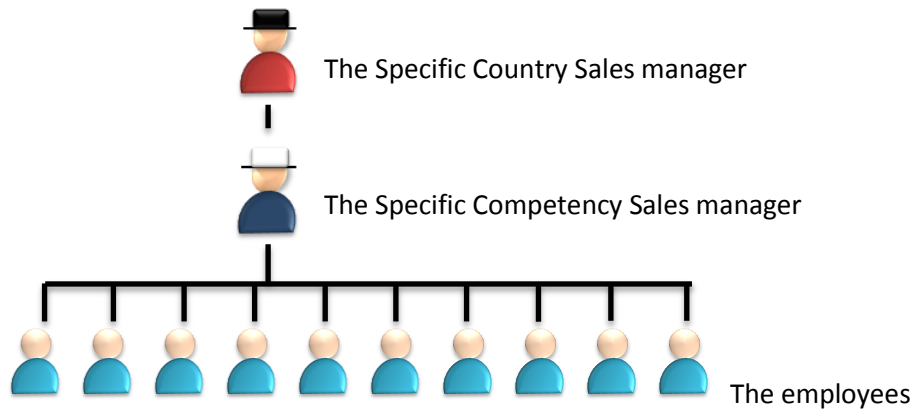


## The story

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The goal is to help managers inside a Sales company to have an automatic way to evaluate their teams in an easy, automatic and fast way. This company handled the selling of cookies in Europe, and has 3 teams deployed in these countries: Belgium, France, and Germany.

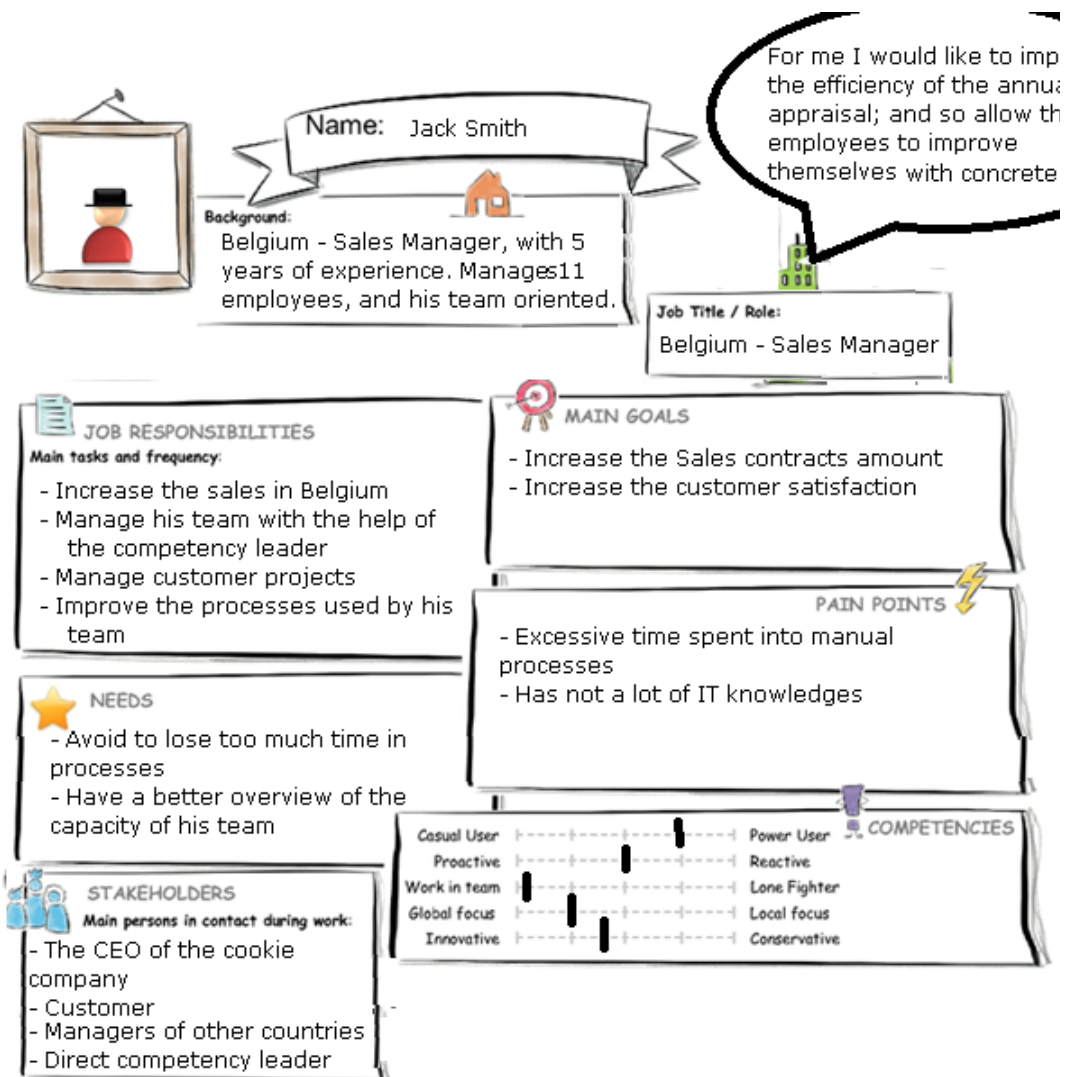
In each county, the teams are organized with the same structure: The manager, the competency leader, and the team members (10 in Belgium, 8 in France and 4 in Germany) :



The application will allow the manager to give an annual evaluation for each of his team member with an easy way, replace the manual evaluation that was done via simple paper documents, and so will allow him to spend more time on other tasks. The competency leader has also to add a comment about the concerned employees.

The app will then allow the manager to rate the 3 core values of the Cookie Company, and to add some development goals for the next year. It's a Fiori application that can be used in several companies for annual appraisal.

## The Persona



We also met the Competency Leader and he told us the main goal of this application is to avoid to lose time into several tasks :



- Find a slot in the agenda of the manager, the agenda of the employee and his agenda; for all the employees.
- To reintroduce the summary of all these meetings in the system
- To give a correct score to each employee with a good calibration process – difficult with paper notes.

## The Belgium Sales Manager Experience Journey – Duration : 1 Month

### Mindset

*What is on the Persona's mind while taking the actions of their journey? How do they feel each step of the journey?*

I have to evaluate my team.

When should I handle this task?

I need to find a slot for all the concerned employees ☹️

Use the agenda to create 10 events for my whole team

Wait for their confirmation

Ask to my competency leader to prepare the documents

Postpone my other tasks

Get a clear overview of the competencies of each employee

Add the data in the system

### Actions

*What actions and activities does the Persona take while going thru the journey to achieve their goal?*

Add this task to the to do list

Call the competency leader to speak about that

Look at agenda's

Make a choice between the slots and send meeting requests

Wait

Receive their confirmations

Receive the corresponding documents

Meet the employees

Score each employee

Read the data inserted in the system

### Touch points

*What touch points does the Persona have? (Tools, channels, devices, conversations, and so on.)*

To do lists

Phone

Laptops – Agenda's

Meeting room

Notes

Laptop

## The prototype

SAP Employee Appraisal Form – Year 2015

Employee List

Search

Employee Name 1

Employee Name 2

Employee Name 3

Employee Name 4

Employee Name 5

**Jack Smith**

First Name: Jack  
Last Name: Smith  
Job Name: Belgium Sales Manager  
Year of experience: 5 years

Previous Score : 3

Core Value	Demonstrated Level
Team oriented	5
Innovative	3
Proactive	2

Approve Reject

SAP Employee Appraisal Form – Year 2015

Employee List

Search

Employee Name 1

Employee Name 2

Employee Name 3

Employee Name 4

Employee Name 5

**Jack Smith**

Manager Comment

Competency Leader Comment







Competency Leader Comment







Approve Reject

## Screenshot of the Appraisal Application

The screenshot displays the 'Employee Appraisal Form' for Sebastien Didier. The interface is split into two main sections: 'Employee List' on the left and 'Employee Appraisal Form' on the right. The 'Employee List' contains a search bar and a list of employee names: Jack Smith, Paul Dumont, Celine Legrand, Sebastien Didier (highlighted), Pauline Lete, Helene Stole, Charles Wall, and Luc Colone. The 'Employee Appraisal Form' for Sebastien Didier includes a header with his name and four icons: a document, a list, a speech bubble, and a bar chart. Below this is the 'Employee Data' section with the following information: First Name: Sebastien, Last Name: Didier, Job Name: Marketing rep., and Experience (years): 10. The 'Manager Note' section is currently empty, with a prompt 'Please Insert your global note:'. A dark footer bar at the bottom contains a gear icon on the left and user profile icons on the right.

This screenshot shows the 'Employee Appraisal Form' for Sebastien Didier, focusing on the 'Core Values - Scorings' section. The 'Employee List' on the left is identical to the previous screenshot, with Sebastien Didier highlighted. The 'Employee Appraisal Form' header and 'Employee Data' section are also the same. The 'Core Values - Scorings' section displays three categories with star ratings: 'Team Oriented' (4 stars), 'Innovative' (3 stars), and 'Proactive' (5 stars). The 'Manager Note' section remains empty with the prompt 'Please Insert your global note:'. The dark footer bar at the bottom is consistent with the previous screenshot.

Employee List	Employee Appraisal Form
<p>Search <input type="text"/>  </p> <p>Jack Smith</p> <p>Paul Dumont</p> <p>Celine Legrand</p> <p><b>Sebastien Didier</b></p> <p>Pauline Lete</p> <p>Helene Stole</p> <p>Charles Wall</p> <p>Luc Colone</p>	<p><b>Sebastien Didier</b></p> <p>   </p> <p><b>Comments</b></p> <p>Manager Comment:</p> <p><input type="text" value="This is the manager comment ..."/></p> <p>Competency Leader Comment :</p> <p><input type="text"/></p> <p>Employee Comment :</p> <p><input type="text"/></p>

Employee List	Employee Appraisal Form
<p>Search <input type="text"/>  </p> <p>Jack Smith</p> <p>Paul Dumont</p> <p>Celine Legrand</p> <p><b>Sebastien Didier</b></p> <p>Pauline Lete</p> <p>Helene Stole</p> <p>Charles Wall</p> <p>Luc Colone</p>	<p><b>Sebastien Didier</b></p> <p>   </p> <p><b>Your participation :</b></p> <p>Customer satisfaction</p> <p><input type="text" value="90%"/></p> <p>Identification of potential</p> <p><input type="text" value="75%"/></p> <p>% of activity on projects</p> <p><input type="text" value="88%"/></p>