

IMPROVING STAFF PERFORMANCE

HCM systems offer improved management of the relationship between the organization and people.

A small but crucial component of an HCM system is performance management.

OPD-HCM™ is an adjunct to an HCM system offering the only science based performance management that ensures best results for the organization and people.

**Complementing
an HCM system
with science-
based
performance
management.**



What is science-based performance management?

The aim of OPD-HCD™ is to have every person thinking clearly about their job, the daily actions required, the place of work in their life, and to remove from mind all historic idea that will hinder each person achieving the work-life success to which they commit. The key to achieving this mind shift is the team leaders.

The spiritual model of humanity is the correct science of people, refer www.spiritualmodel.com. The science has been applied in clients since 2006, the technology for building better organizations evolved, and is refined into the OPD-HCM™ system, refer www.opdcoach.com.

We have a HCM system, so how does this work?

Your HCM System provider gives permission to complement the system by using OPD-HCM™ as the performance management tool. The Business Partner guiding implementation of HCM system in your organization has people certified by OPD International to implement the science-based technology to lift results and improve work-life fulfilment of people in your organization.

Will our HCM System provider reduce the cost?

Performance management is a small but important component, now highly specialised and science driven. The Business Partner guiding your HCM implementation, will work with you to build a business case for implementing OPD-HCM™ bringing all costs and returns to account, including all existing HCM costs.

The HCM provider is unable to isolate the performance management from the HCM system, and OPD-HCM™ will cost in addition to HCM current costs. OPD-HCM™ will increase profits 20-40% (refer spreadsheet example below) with added benefit of improving work-life fulfilment in staff.

Implementation of OPD-HCD™ involves OPD Certified Facilitators and takes estimated 18 months. After implementation there is an ongoing royalty cost that becomes part of the ongoing HCM fee, and ongoing support provided by the usual Business Partner. With back up support from the OPD Certified Facilitator as needed, aiming to retain increased profit and staff satisfaction.



How much will it cost and what is the value of it?

In addition to HCM costs, OPD costs are as follows.

A daily fee to guide full implementation, for a company with say 40-120 staff, usually a day/month for 18-24 months. The length of time due people agreeing to release old ideas, and to implement new, better ideas that enable a better result. Old/existing ideas is called borrowed knowledge and will block people adopting the better science-based ideas from OPD-HCM™. This fee is settled with your Business Partner and bought to account in the business case for OPD-HCD™.

A royalty for the OPD-HCD™ system as presented in the business case (typically US\$3000/month). This royalty is part of regular fees for the HCM system and is split equally between OPD International who own the IP of the OPD-HCM™ system, the Business Partner, and the HCM System Provider. The intent is to monitor the client to ensure gains in profits and staff satisfaction are maintained. Fee for additional Facilitation as may be required is settled between client and Business Partner. .

NOTE: All fees and profit increase bought to account in the business case enabling governance to decide if OPD-HCD™ is value for money.

How do we go about implementing it?

Contact your HCM Business Partner and ask if the HCM System provider gives permission to explore if OPD-HCD™ is value for money by doing a business case.

Coaching of OPD Certified Facilitators done at no cost by OPD International.

Resources: (1) The HCM System provider has people with an appropriate overview of where to get advice and guidance. (2) The Business Partner has OPD Certified Facilitators Consultants to offer detailed guidance, (3) The Business Partner has Consultants able to offer general guidance.

Client OPD-HCD™ Support

The OPD web site captures crucial client data on role specifications team audits, customer audits, and has embedded within reports and suggestions for increasing client results and lifting client staff satisfaction. All reports are available only to the OPD Certified Facilitator or the regular Business Partner Consultant. Actioning the



advice is a combined decision by Facilitator and Consultant. Client Services will be provided by OPD International both data input and report and advice output. No confidential data will be exchanged to or accepted from the HCM System provider. The focused aim of OPD is to build financial results and improve work-life fulfilment in people. OPD understands how to build minds where success is ... *doing that which I am committed to do now.*

How long will it take, how disruptive will it be?

Implementation is via a monthly 1.5-hour meeting with all team leaders including the Executive Team. Team leaders then execute OPD-HCD™ in their team.

Team leader meetings are typically via Zoom or similar. Implementation is adjusted to suit the team leaders, thus minimal disruption. Second, team leader meetings are about gaining greater focus, engagement and commitment in every team and thus relate directly to improvement in results, so are not in any sense disruptive.

What sort of payback can we expect?

Human performance gain	8.0%	8	Actual bhaviour closer to ideal actions		
OPDPPL Sales	0.4%		The effect on sales of a 1% improvement in behavior		
OPDPPL direct costs	0.2%		The effect on direct cost of a 1% gain		
OPDPPL admin	0.1%		The effect on admin costs a 1% gain		
	Before OPD	%	OPDPPIF	After OPD	%
Revenue	\$ 80,000,000		3.2%	\$ 82,560,000	
Diret costs	\$ 44,000,000	55.0%	1.6%	\$ 43,296,000	52.4%
Margin	\$ 36,000,000	45.0%		\$ 39,264,000	47.6%
Admin including HCM costs	\$ 28,000,000	35.0%	0.8%	\$ 27,776,000	33.6%
OPD Costs	Nil	0.0%		\$ 360,000	About 400 staff. One location.
Profit	\$ 8,000,000	10.0%		\$ 11,128,000	13.5%
Profit increase after all OPD costs	Nil	0.0%		\$ 3,128,000	39.1%
Question: Does the Executive Team judge a 3% increase in sales is possible without stimulating adverse competitor activity.					
Second, is 2% reduction in direct costs and 1% reduction in overhead costs both possible?					
These gains can only be achieved by a focused, engaged and committed work force.					

Science web site: www.spiritualmodel.com, refer items on the science 1-7, and on HCM, items 11 &12.

OPD-HCD™ web site: www.opdcoach.com. Detailed descriptions in the brochures.