

Appraisal Process to be "Appraised"

At its July meeting, the Commission approved the bid of Right Management of Houston, TX, to develop a new Performance Appraisal System. Right Management is an international career transition and human resources consulting firm with client companies in over 300 global locations.

Primary goals of the project are to improve on the potential for individual managers to interpret the rating scales, and to improve on the lack of standardization in accountability for all employees performing the same job across managers and across locations.

"Re-evaluating how to make job appraisals is something companies do every few years," said MLS Employment Manager Roy Ballou. "The Commission asked us to look into this about a year and a half ago and it's taken this long to find a company that is a good fit for MLS."

Right Management will be looking to see how we do appraisals now, and they'll be taking suggestions about how we can improve. Representatives will be interviewing MLS staff for information and suggestions.

"They'll be looking for what they call 'Subject Matter Experts,'" Roy said. "These will be different staff members depending on job classification. For

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example, to work on appraisals for circ clerks, they'll talk to several circ clerks at different locations."

No date has been set yet to begin. The contracts are still being finalized, but HUM has sent Right Management copies of our current appraisal forms so they can review how we do it now.

"We want to streamline the process and make sure that employees know what they need to do in order to improve job performance," Roy added.

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