



Empower  
Your  
Users



## Performance Optimization Analysis



RWD recognizes that employees are the key to a successful business –at every level. Therefore, it is important to evaluate the state of employee performance and support in your organization.

### A Proven Approach

An RWD Performance Optimization Analysis offers a proven approach to rapidly assess employee performance and change management needs. After the findings are analyzed, recommendations are made for immediate, near term, and long term actions to bring your organization to the next level of proficiency and performance.

### Why is POA Important?

- Eliminates risk of mismatch between problems and actions to resolve the problems
- Leverages proven support “best practices”
- Does not assume traditional training is the only solution
- Provides recommendations tailored to the client’s organization culture, resources and financial constraints
- Partnership that brings proven expertise in performance solutions and change management

### Symptoms that Call for Performance Optimization Services:

- Employee proficiency is poor, deteriorating or not improving
- People complain they are not getting enough help
- Turnover in system resources is high
- Technology system benefits have not been realized as expected
- People are not sure what is causing performance problems
- Lack of confidence that business processes are effective
- A roadmap for addressing employee performance problems does not exist

### Performance Optimization Analysis services include:



## Assessing the Key Components of Your Organization

A Performance Optimization Analysis will focus on your people, organization, processes and technology. From the people perspective we will look at user demographics, types of learning requested and received, preferred learning formats, and available performance support. On the organization front, we will assess training and support infrastructures, communications needs, leadership and management needs, business policies, practices and rewards and incentive programs. We will also focus on your internal processes including business process flows (ownership, key activities, and roles), business process, and employee performance measures. Specifically we will be looking for which areas are working and which areas would benefit from some change. Finally, we will take a look at the technology piece and capture any configuration issues that we find so that they can be handled by the appropriate IT individuals to address from a software, hardware and systems level.

## Getting the Most From Your Technology Investment

Performance Optimization Analysis identifies opportunities to optimize the use of your technology to —

- Improve employee proficiency for effective daily business operations,
- Develop process proficiency for effective and timely decision-making capabilities at all levels, and
- Create new value and profitability through the best use of technology.

To learn more about our Performance Optimization Analysis, contact us at [info@rwd.com](mailto:info@rwd.com) or visit our website [www.rwd.com](http://www.rwd.com).

