

oneAdvanced

CASE STUDY

Food and Beverages

Why IRN-BRU makers use OneAdvanced's performance management platform





Client

AG Barr

Industry

Food and Beverages

Project

Transforming performance
management culture

Introduction

During the Covid-19 pandemic, soft drinks business AG Barr wanted to move toward continuous performance management for its 900 or so employees – to help it to manage remote working more effectively. Here's why it uses OneAdvanced's performance management platform, Performance & Talent, in the company's own words.



Background: a move to continuous performance development

Scottish drink IRN-BRU. We have around 900 employees, in a variety of functions such as factory, warehouse, logistics, sales, marketing and head office – so our people have many development opportunities and are continually learning.

We decided to move to a new performance management platform during the Covid-19 pandemic, to help us at a time when many employees were working remotely.

“We wanted to change the way we managed performance,” says Jude Holt, our Senior HR Business Partner and Talent Lead. “[It was] an ideal opportunity to move towards more continuous performance development – rather than a once-a-year event.”

Setting nearer-term objectives that could be regularly reviewed and updated suited the more agile world we were working in, Jude explains. This provided structure and motivation to employees who were getting used to working remotely.

With Performance & Talent platform, managers can set employees near-term goals, which can be completed in days, weeks, or months. This works better than yearly objectives, for two reasons. First, employees are less likely to forget about the goal or lose motivation to complete it. Second, goals can be re-evaluated if the employee’s role changes or AG Barr’s objectives change.

We aim for all employees to have a check-in with their line manager every month, and OneAdvanced’s performance management system helps them manage this. Just a simple check-in can help if an objective is off track, and it can also be a great chance to share progress and feedback.

OneAdvanced’s platform also means all AG Barr employees are now on one performance management system. Before, employees across the business were using different forms and processes, depending on their role.



“We chose OneAdvanced’s performance management system, Performance & Talent, for many reasons: primarily its ease of use, and the fact that it means performance management becomes embedded into our working lives – rather than simply being an annual appraisal.”

Jude Holt, Senior HR Business Partner and Talent Lead

AG Barr



What does the team think?

Implementing the software was successful and relatively smooth, with the process closely guided by the Customer Success team. Staff were able to start using the platform quickly, without extensive training, as the software is so simple and self-explanatory.

Overall, there has been good engagement and a positive response from AG Barr employees:

“We continue to deliver some great numbers, year on year. The most noticeable difference (in performance or engagement) is in attitude, as displayed in our engagement survey results.”

Warehouse Manager, AG Barr

Along with making performance management easier across the business, the OneAdvanced platform is also helping in other ways.

We will be using the technology on mobile devices to help staff who are out on the road a lot of the time – so staff members can easily arrange and carry out check-ins, set and track goals, give and receive feedback, and so on, without a laptop or desktop PC.

“I can talk to my team in a more meaningful way about their performance, by using the feedback function.”

Factory Team Leader, AG Barr



Looking to the future

Moving forward, we will continue to embed OneAdvanced's performance management platform across the company. While most employees are using it regularly, others still need to make it a routine. And we are focusing on supporting people as they set quality objectives and give and receive feedback — two key areas that will make employees and managers more confident in discussing performance.

“We wanted to change the way we managed performance. “This was an ideal opportunity to move towards more continuous performance development – rather than a once-a-year event.”

Jude Holt, Senior HR Business Partner and Talent Lead, AG Barr






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To discover how our performance management software can help you achieve your goals, get in touch today.

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