

Performance Management Testimonial

“Improving Performance Management is about much more than developing a new process and new documentation, and this is what is unique about the approach dhp consulting and their consultant Emma Taylor has implemented within MGM.

It’s not about the form and it’s not a wacky new initiative. It’s just good, practical methods put into an approach that is easy to learn, use and monitor.

The results however are fantastic and this is all down to the implementation methods used which includes training, coaching, observing and supporting activity all carried out by operational experts.

Everyone who has been through the process (even the “non-believers”!) have come out totally bought into the approach and delighted with the results which include better recognition for high performers, quick ways to identify barriers and deal with low performance and increased performance levels.

I would recommend it to any company who need to raise their performance levels, improve their Service Delivery to customers and reduce their expense base.”

**Sara Charman - Operations and IT Director - MGM assurance
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