



HELPING
EMPLOYEES
DO & BE
THEIR BEST



A lean HR team is leveraging SuccessFactors to drive performance change with:

- Better management of compliance learning and risk
- Technology that supports smart goal setting and a culture of feedback
- Support and expertise from a technology partner to expand the benefits of SAP SuccessFactors more quickly and effectively

TT Electronics designs and manufactures a range of sophisticated electronic equipment that sense, manage power and connect to other devices. Their solutions are often mission-critical, operating in harsh environments. From their 29 key sites worldwide, they serve the medical, aerospace and defence, industrial and transportation markets. The group's locations are geographically as far apart as Mexico, China and Sweden. Each site varies in size - from a handful of people on some sites - to their largest site in China, which employs over 700 people. From an employee perspective, TT Electronics is "aspiring to create professional opportunities - to help them achieve goals, contribute to the lives of others, and just be better together."

Martin Hamilton has been Group Talent Director at TT Electronics since 2015. He is responsible for setting the strategic direction for the company on performance management, succession planning, learning and development, and leadership and management development. With a previous track record of L&D at PwC and Centrica he is no stranger to technologies that support career development and performance. Before Martin joined the business, TT Electronics had implemented SAP SuccessFactors for Performance & Goals and rolled it out to a initial group of 300 people. Having implemented the Learning module, Martin began to look for a technology partner that would add further value, help TT Electronics expand the use of these two SuccessFactors modules, and augment the benefits of their investment.



We didn't have a dedicated SuccessFactor HRIS role internally so I was looking for someone to be my virtual team member with whom I could build a relationship that would complement what we can do ourselves.

FINDING THE VALUE IN A TECH PARTNER

One day, after a frustrating attempt to understand why a particular piece of learning wasn't launching on the existing learning management system, Martin emailed the problem to UK-based SAP technology partner, TalenTeam asking if they could help. To his amazement, a consultant responded "literally within minutes" providing him with a solution that between them, they were able to get working straight away.

"That was the level of service we had from TalenTeam even before we signed a contract. I've come to know a number of them on the team, particularly the learning technology consultants who have guided us through since the beginning. They have been hugely supportive and helpful."

Today there are now nearly 2000 employees online and actively using SuccessFactors. They were first introduced to Learning Management about 18 months ago and went live with the Performance & Goals module for the additional 1700 people in January this year.



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We are better able to manage the risks related to compliance from GDPR to anti-bribery, making sure that people are better informed about these important topics and how their behaviour impacts the organisation.

THE BENEFITS

TT Electronics now has a solid foundation, which is driving new ways of working. They have worked with TalenTeam as a supportive technology partner to get what they need from the system. The company is now managing all of their group-wide compliance learning in one place. They've set up the system to run automatically as and when they have new joiners who meet the learning criteria. The system is largely self-managing, which has been a huge time saver. An added benefit is that they can now access reports on demand on the status of learning completion across the organisation.

To provide first-level support to the HR team, TT Electronics has trained an HR graduate in Head Office and three further HR colleagues as 'super admins'. Martin expands: "We are building a small team, and it has been a great development opportunity for them to take on a role that impacts and provides first level support across the HR team globally before having to call on external help. TalenTeam have trained 'super admins' from the US and the UK, providing them with a deep-dive training session on Performance & Goals. In time, we want to do the same for Learning Management."

CHANGING BEHAVIOURS

The focus for this year is to continue to embed good performance management. TT Electronics created their own job description form within the system and are looking for SuccessFactors to house the form and the process by which the manager and each individual review it. It is equally important to make sure that all system users receive the right training and support on how to set themselves smart objectives. It is about getting people up to speed so that by the end of the year they understand what performance management is and how the system can help them do it in a simple way.

TT Electronics has recently switched on the feedback feature that allows people to give and ask for feedback on a regular basis through the system. "It's a big step forward for us in our ambition to create a culture of more regular feedback. We have the functionality, now we need to change the behaviour so that people take part and think of regular feedback not just as normal, but as a powerful way to improve performance. It's about getting good foundations in place that we can build on." Martin's opinion, while continuous performance management is the ultimate goal, you still need people to take a step back periodically and set both short - and longer - term goals against which they can measure their progress.

The technology has other benefits too. It provides a consistent look and feel so that people feel familiar with the TT brand. That way, when they travel to another part of the world, the consistency in the technology helps to reinforce the "One TT" strategy, values and brand of TT Electronics. In a multi-cultural, multi-site organisation people rely on technology to help break down some of the cultural barriers.



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We believe technology is shaping the future of humanity - all made possible through advancements in electronics, but it takes people doing and being their best to make it happen.

The technology helps open doors, for example allowing people to browse the organisational chart and put a face to a name. That goes a long way in facilitating conversations and building relationships.

By getting more from SuccessFactors with support from TalenTeam, TT Electronics are on the way to creating a culture where people are indeed “doing and being their best.”



If you are looking to benefit from SAP
SuccessFactors more quickly and effectively,
talk to us.



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