

the
move team

Case Study: Motivating Performance, Exceeding Targets

INDUSTRY



Removals



The Move Team HQ is in Eastbourne and service domestic and commercial customers across London and Sussex.

COMPANY SIZE



Customers



Over 2000 removals carried out Annually

5 HQ Employees

Plus 5 drivers and support

HISTORY



2006

Established

2008

1000+ removals per year

2014

2000+ removals per year

“We wanted to move from being very operational to having longer term career development plans. This will help the team grow stronger and build their skills. Grace understood our business in depth and helped each person understand exactly how they contribute to the business. Developing individual targets plus career development growth plans means every person is contributing to our future success in a way that is completely aligned with our growth strategy.”

Andrew Murphy, Managing Director, The Move Team

**New
Team
Goals!**

IMPROVEMENT OBJECTIVES

Create an employee performance management process which will motivate each team member to exceed the overall business targets of increasing revenue by 30%, develop their skills and create measurable performance so that bonuses can be introduced.

INDIVIDUAL TARGETS

The team responsibilities were agreed and overall business growth targets set.

These were broken down into individual goals for the team so they can see how their actions directly contribute to the overall business success.

LINKED TO THE BIG PICTURE

Each person understands the growth target is a 30% increase in revenue.

Individual targets are defined in a performance plan for the year, alongside a personal development plan to build their skills.

MONITORING PROGRESS

The performance development process assesses how well employees are performing against their targets using data from the employee and the leadership team.

This is a two way review, helping the team and business grow.

IMPROVING INDIVIDUAL IMPACT!

The Move Team's performance management process clearly defines performance expectations for each role within the business. Employees know how they fit into the bigger picture, how well they are performing throughout the year and can improve their skills through their development plan. This is a 2 way exchange of ideas about the business performance and career aspirations.