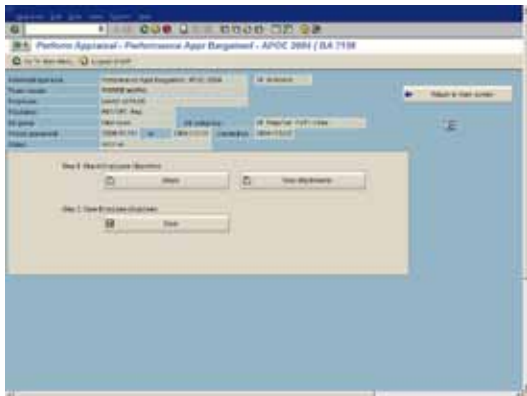


Canada Post Corporation Optimizes HR Appraisal Process Using GuiXT

Background

With over 65,000 SAP users, Canada Post was facing several issues with their employee appraisal process. Users were often confused and entering inaccurate or incomplete information, or using the wrong appraisal model. Additionally, roughly 70% of the missing appraisals were due to user challenges -- complexity and number of steps. Some of the most reoccurring issues dealt with attaching documents, incorrect status, or hitting submit button before complete. Using GuiXT, Canada Post removed all these barriers and reduced the error rate by 95%.



About Canada Post

Canada Post delivers 37 million pieces of mail each day to more than 31 million Canadians located at almost 14 million addresses and over one million Canadian businesses from coast to coast. It's more than 65,000 people and 7,000 postal outlets -- the largest retail network in Canada -- have been a trusted presence in communities across the country for more than 150 years. As a world leader in providing innovative

physical and electronic delivery solutions, Canada Post connects Canadians from anywhere... to anyone.

HR Appraisals

Canada Post has approximately 1600 people managers plus an additional 300 HR users that use R/3 or Workplace/Portals to maintain and monitor approximately 8500 employee appraisals per year. People managers access individual appraisals 3 to 5 times per year. There are also approximately 200 HR users accessing about 500 appraisals per year and approximately 100 HR users accessing more than 1000 appraisals per year.

Objective

Improve the employee performance appraisal process and modify appraisal functionality using GuiXT portable scripts that may be used in SAP R/3 and Portals.

Challenges

Canada Post faced the following challenges in its HR appraisal process: There are no employee names or numbers on the initial PPPM or PPPD screens, making it impossible to differentiate between the appraisals listed without clicking on additional icons to go to another screen. As more and more appraisals are tied to a People Manager, it became more time consuming to find a specific appraisal. There were problems with ensuring correct appraisals were displayed/updated without having the personnel number of the Line Manager and employee indicated on the individual appraisal screen.



Benefits:

- Simplified transactions
- Training reduced by 88%
- Appraisal process time reduced by 70%
- Data entry fields reduced by 68%



GuiXT as the Solution

Canada Post cited that using GuiXT increases productivity and user satisfaction by simplifying the screens and streamlining the R/3 processes. Through GuiXT, Canada Post can reduce training costs and eliminate the usability barrier between the users and the SAP business processes.

Solution Overview and Results

- **Reduced Training Time:** The training time needed to train each individual reduced by 88%.
- **Improved Efficiency:** The efficiency increased by 68% by creating fewer data entry fields on fewer screens.
- **Improved Productivity:** The time taken for completing the entire appraisal process reduced by 70%.
- **Reduced Support Calls:** With GuiXT, Canada Post was able to reduce t-code related support calls by 88%.
- **Better Accuracy:** By removing all barriers and simplifying the process, the error rate will go down by 95%.

GuiXT by the Numbers

The table below shows some of the areas where Canada Post has experienced benefits after implementing GuiXT.

	Before GuiXT	After GuiXT
Training Hours per Person	18hrs	2hrs
Data Efficiency / Productivity	104 keystrokes	33 keystrokes
Time to Complete HR Appraisal	50 min	15 min
Support Calls	216 calls	26 calls
Error Rate	20% Error Rate	1% Error Rate