



**RB Performance** has the key

For further information or a demonstration of the system, please contact RB Performance

Tel: **01244 534 855** or

Email: **[sales@rbperformance.com](mailto:sales@rbperformance.com)**

**RB Performance Limited**

Adlink House, 86 The Highway, Hawarden,  
Flintshire, CH5 3DJ

Tel: +44 (0)1244 534 855

[sales@rbperformance.com](mailto:sales@rbperformance.com) [www.rbperformance.com](http://www.rbperformance.com)

**The clear Solution**

**Unlock** your  
System's Potential...

And discover how you are  
performing

**RB Performance**  
Management and  
Quality Assurance  
Reporting Tool



## Performance Management and Quality Assurance (PMQA)

Managing the performance and the quality of work produced by your staff and the various teams within your organisation is paramount to achieving success -

- The work processed by staff is complex and detailed and monitoring performance and quality is an essential element of the management process, and
- Identifying problem areas in performance and/or quality quickly & easily is the major key to understanding where performance needs to be improved

RB Performance has developed a performance management and quality assurance system that allows these important functions to be managed quickly & easily.

### Performance Management

RB Performance's system, has been in use since 2007, and has been subject to continuous development and enhancement, to keep pace with the ever-changing pressures facing organisations and based on feedback from our users.

- Using our system will allow you to:
- Set performance targets for all staff;
- Monitor the performance of staff and / or teams;
- Analyse individual performance levels to identify specific training needs;
- Produce online reports in 'real time' that can be easily & quickly distributed with other staff and/or managers.

Traditionally, to retrieve this information required you to run numerous reports from both your back office and Document Management System, and then manually consolidate the results into a single report. This can be a tedious and time consuming exercise, particularly when you could be making more productive use of your time.

RB Performance's PMQA system will produce this information for you automatically, allowing you to spend time analysing the results rather than wasting time compiling them.

### Quality Assurance

The information provided by our PMQA system provides the basis for you to perform QA checks on the work undertaken by your staff -

- You can set your own checking parameters, targeting specific work types as you decide appropriately.

- The system allows each check to be recorded in detail.
- All results, together with any notes on the remedial action required are returned directly to the relevant staff with a single click of the keyboard.
- You are able to assign individual checking parameters for different user's in accordance with their specific experience levels / training needs, thereby maximising effectiveness of the QA Team through targeted checking.

Reports are then produced as required that enable you to:

- Analyse individual performance levels to identify specific training needs.
- Record in detail different categories of errors, such as financial, non-financial, procedural etc., pinpointing at which stage of a process the error occurred.
- Analyse cases / claims 'pending' to ensure the correct action has been taken.
- Analyse performance over varying periods to ensure improvements are being made where required.
- Report accurately on quality performance levels.

The PMQA system was originally designed for the Housing Benefits & Revenues marketplace, and has been used by leading organisations and by both large & small local authorities but the system can be used by any organization that is processed based and requires a high quality of outputs.

The system is fully flexible and many of our customers are using it corporately in areas such as pensions, payroll, invoicing, housing & fraud. In fact the potential usage of our system is unlimited and the system can be adapted by you to suit the needs of your organization.

This solution does not require you to purchase any new hardware or software, other than the PMQA system. There are no run time license costs and it can be run on either Windows or Unix platforms. It can be run locally within your authority or we can run it for you as a hosted service and is a cost effective and efficient way for you to improve the performance of your organization and the quality of its outputs.

**For further information or a demonstration of the system, then please contact RB Performance on 01244 534 855 or email [sales@bperformance.com](mailto:sales@bperformance.com)**