



PRS for Music was formed to enable businesses and consumers of music to get access to some of the world's best-loved music, while making sure that songwriters, composers and publishers are rightfully rewarded.

What was the challenge?

- To replace the existing paper-based performance appraisal process with a bespoke on-line system that would support their forced distribution appraisal process.
- To replicate their specific appraisal forms complete with objective setting, competency assessment and performance measurement
- To gather management information to highlight the effectiveness of the forced distribution mechanism, report on individual performance and pinpoint wider training requirements and career aspirations.

What did we do?

- Implemented a web-based system which incorporated all of PRS for Music's highly tailored performance appraisal forms, workflow requirements and reporting needs to monitor completion rates and provide management data
- Established competency assessment as part of the appraisal process with integrated 360 degree feedback
- Bowland's HR expertise, coupled with their in-house software development skills, helped PRS for Music introduce forced distribution without the usual enormous administration burden. An efficient and streamlined process.

What was the result?

- High levels of buy-in and completion rates among employees
- Learning & Development use management reports to identify training needs across different demographic groups i.e. role, department, location, etc
- PRS for Music now works to a highly structured process incorporating an online scoring and weighting system aligned to employees' objectives and values, all resulting in personal development plans.

"We were pleased to choose Bowland Solutions for our online appraisal system, based on their fantastic track record of working with us previously and their proven experience of similar projects elsewhere. By ensuring they fully understood our needs, their tailored approach meant we could get the system that was completely right for us".

Amanda Heath, Executive Director HR, PRS for Music