



PROJECT

CLIENT REQUIREMENT



A global textiles manufacturer required culp to design and implement a Reward & Recognition (R&R) framework as part of the “rethinking remuneration” and influencing social behaviours at the organisation. Sponsored by the HR Director.

CULP SOLUTION



To establish a high-impact performance culture through an equitable reward and recognition framework, available to all employees. Benchmarked on a recognition maturity model, aligned to talent management and the rethinking of awards mix.

RESULT & IMPACT



The R&R framework included strategic objectives to: improve culture inhibitors, encourage DNA-behaviours, acknowledge and recognize all employees, diversify financial and non-financial awards, improve employee satisfaction, creating a healthy work environment, introducing a peer-to-peer recognition program and empower managers.

The maturity model identified the organisation at an inconsistent recognition level and plans were put in place to standardize recognition and drive motivation based on routine and non-routine tasks, reward and recognition.

The R&R framework included 18 awards in total (a mix of R&R types) including programs, frequency and DNA-alignment. The framework was presented to and approved by Directors. An implementation and roll-put plan was developed for the client to effectively implement.

LEARNINGS



Every employee / group has their own “specific” demands, when it comes to R&R. However, it is important for the organisation to be transparent in the maturity of R&R and what is affordable in order to control the cost. R&R does cost money, but the outcome in positive engagement and productivity levels are worth it. Especially with culture change initiatives.