

UPS's Performance Management System

UPS have received international acclaim for strong global performance and industry leadership. Much of this is credited to their distinctive and value-adding human resource approach based on strongly institutionalized values supported by appropriate human resource practices and initiatives. Clear values drive an organization's mission, strategic plans and behavior. This is especially evident in UPS where explicit values of integrity, customer service, innovation, relentless quest for excellence and sound people management, have guided UPS for more than 90 years.

Companies can learn from this example to create and manage and Performance Management System to enable employee motivation and alignment to corporate strategies with and objective to enhance productivity.

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YouSigma. (2008). "UPS's Performance Management System." From <http://www.yousigma.com>.