MasterControl
Mastering 360 Degree Feedback

decisionwise.com/spectiv • 801 515 6500
Intro

A DecisionWise client for over a decade, MasterControl has continuously shown how 360 degree feedback can be used in unique and innovative ways.

Why DecisionWise

DecisionWise prides itself on offering expert consulting and guidance throughout the 360 degree feedback process, while also having the flexibility to listen to the client and let them shape what they want to get out of it.

“We chose DecisionWise because of the flexibility in their platform and how we run the program,” said Aubrey Little, HR manager of Compensation & Employee Relations at MasterControl. “We love that they are always improving the platform.”

MasterControl decided to shake up the conventional way of running 360 degree feedback assessments in a couple of ways.

MasterControl®

About MasterControl
https://www.mastercontrol.com

Industry
Quality Management Software

Locations
Utah (U.S), Australia, U.K., Japan, Singapore

Employees
700

Mission
Bringing Life-Changing Products to More People Sooner

Solutions used
360 degree feedback
Feedback for All

First, MasterControl wanted each of its employees to experience real, actionable feedback from others within the organization. This meant that everyone from the organization would be included in the 360 degree review process, not just managers or executives.

Additionally, it was important to show transparency and trust throughout this process, giving feedback that would be “honest, open and positive.”

Total Transparency

Furthermore, to promote a culture of openness and transparency, MasterControl removed the anonymity behind open comments. Each employee can see not only what is said about them in a 360 degree review, but who said it.

While many companies would be understandably hesitant to implement such a drastic deviation from what 360 degree feedback traditionally represents, MasterControl has a good pulse on what its employees would be comfortable with and has seen positive results with this practice.
Winning Results

MasterControl has seen great success with its 360 degree feedback program. “We try really hard to be honest and open and sincere about our feedback and our comments. We want it to be helpful and useful and to help grow someone,” said Little.

“We try really hard to be honest and open and sincere about our feedback and our comments. We want it to be helpful and useful and help grow someone”

– Aubrey Little, HR manager of Compensation & Employee Relations at MasterControl

Across the whole organization, MasterControl employees have consistently ranked “integrity and trust” as well as “teamwork and collaboration” as the top attributes of those they are scoring. This is a testament to how MasterControl has emphasized being honest and working together to achieve company goals.

This type of organizational culture, coupled with the Spectiv platform has led to exceptional participation rates (up 4% this year from last even while running more people through) as well as improved overall scores.

It’s safe to say MasterControl has mastered 360 degree feedback.