

HR CONTINUOUS IMPROVEMENT NEWSLETTER



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ISSUE #1

Continuous improvement is about the **small wins** that drive **big change**. This newsletter celebrates those everyday achievements across our HR community—so we can **learn, grow, and move forward together**.

LOCAL



Continuous Talent Review process at Wrexham!

To support talent development at Wrexham, we introduced ‘**Talent Networking**’ sessions with the Site Leadership Team, **enhancing visibility and connection** opportunities for employees.

We also launched a ‘**Reverse Talent Review**’ to support underperforming employees, including those on performance improvement plans or rated as ‘Improvement Required’ following ACR. This process begins with a site-wide review using a structured template, followed by quarterly SLT reviews to track progress, identify additional support needs, and ensure accountability from line managers with HRBP support. This initiative strengthens our culture of continuous improvement, ensuring all employees are equipped to succeed and contribute to long-term business growth.



Amy Winston-Roberts
UK – Wrexham
HR Director

Active continuous improvement in Russia!

Optimizations are very important to strengthen our processes and boost efficiency. We **digitized the resignation process** to ensure all departments stay informed, introduced monthly emails to help employees track remaining vacation days, and are working on **simplification of onboarding** by reducing the number of policies newcomers must read on Day One. These changes are helping us operate more efficiently and support our people more effectively.



Anna Strelnikova
Russia
HR and Admin Director

Continuous improvement at the core of NA People Services mission!

We seek out opportunities to streamline efficiency, enhance processes, and elevate the employee experience. Our commitment to improving the employee experience recently led to the **rebranding of the US Benefits Page**, ensuring a more user-friendly layout that empowers employees to navigate their benefits with ease.

Effective change management is the foundation of success. Through **quarterly internal communications**, we keep our NA HR colleagues and stakeholders informed, engaged, and prepared to adapt.



Heather Thompson
NA – Cambridge
Head of People Services

GLOBAL



All in One Comp

Global C&B launched **All-in-One Comp**, combining performance review and compensation communications into a single, streamlined process. This improved the clarity of manager-employee conversations and strengthened the link between performance and reward. A survey reported a **4.7/5 manager satisfaction rating**, highlighting the initiative’s positive impact.

Job Adverts Cleanup Project

Led by Global HRIS with support from Serena Dempsey, this initiative removed outdated job postings and ensured timely candidate communication, significantly improving the **overall candidate experience**. It also supported ongoing efforts to **strengthen data quality in iPeople**.



To share your latest wins to be featured in the next issue of this newsletter, please reach out to Chantal Lozano and Claire Reilly