
Reference For Faith Nhlapo Contractor – Verve Employee HR Consultancy

Contract Period : July 2015 – June 2016
Company : Sentech
Faith Nhlapo : Faith Nhlapo
Position : Organisational Effectiveness Specialist

Key Performance Areas:

- Change Management Lead for the Sentech's New Operating Model Project
- Employee Engagement Coaching for Sentech's Executive Leadership
- Change Management Lead for the Sentech's SAP update
- Corporate Communications for related to SAP and the Operating Model Project

Reporting to : Head Of Organisational Effectiveness
Name: Kereng Motlhabi

Referee Details:

Reference name: Peter Nkwe
Contact details: nkwep@dentech.co.za
Company and designation: Sentech - SAP Project Manager

Did the candidate directly report to you and for how long?

The candidate reported directly to me with regards to SAP Upgrade change Management drive for around 12months period.

Please comment on his/her standard of work. (please elaborate)

Faith Nhlapo brought to the project team vast knowledge with regards to project change management. She was involved in developing the change management and training strategy and roadmap. She roll-out a comprehensive plan company-wide addressing all projects concerns and involvement of all stakeholders bottom

up, that is, project team, line management, heads of departments and the company executive not forgetting the trade union members/leaders.

Through her work the SAP upgrade was deployed with smooth with minimum resistance. We successfully went live with the SAP Functional upgrade on the 1st February 2016 five months ahead of schedule and on budget. The project deliverables were SAP ECC6.0 Core functionalities, SAP Employees Self Service/Manager Self Service (SAP ESS/MSS), SAP Governance, Risk and Compliance (SAP GRC) and Change management & Training.

Her sound knowledge and experience was leveraged through-out the project and a detailed plan with RACI matrix. She also played a vital role in all the company-wide communication of the project progress and status. She presented the change management initiative to the company Steering Committee every month.

She lastly assisted us with the change management plan/drive for the SAP Functional Upgrade phase two as well which is currently underway. The initial plan used for phase one of the project is being used in phase two. As we speak the newly implemented SAP system is in full use by all staff company-wide thanks to Faith's contribution which was of a high standard.

Did he/she perform his/her duties proficiently as required for the position that he/she was in?

I am proud to state that Faith Nhlapo performed her duties proficiently and professionally so for her position. She has actually surpassed our expectation. She left a major impact and Sentech team has learned a lot from her.

How did he/she perform under pressure?

She did exceptionally well. She played a major role in conflict resolution within the IT division.

Please comment on his/her ability to perform in the role as stipulated above. (please elaborate)

Faith is more than capable to execute on the role stipulated above. As outlined in the above-mentioned comments she was contract to our project's change management and communication company-wide. Also, ensuring that all stakeholders impacted by the project deliverables were well informed and participated in the delivery of the project.

Was the work given to him/her completed on time?

Her work was completed on time as stated above we went live five months ahead of schedule. This was a one year project which we completed without any major crisis, but was well accepted by the end-users and the company as a whole.

Was he/she reliable and dependable?

She was reliable and dependable at all time otherwise our project won't have be deployed successfully on time.

Please comment his/her ability to use initiative. (please elaborate)

The project change management initiative was started by Faith. Sentech prior to Faith had no change management resources. She was brought on board to assist us with change management drive/plan and strategy. The direction taken through-out our project were initiated by Faith give her experience.

Does he/she go beyond the call of duty? (please elaborate)

She did as mentioned that she initiated intervention within the IT Division to address internal conflicts and to find a way forward for the division and co-operation amongst the team members. Executive report was produced detailing the issues and how to forge forward.

How did he/she get along with his/her colleagues and supervisors?

She worked well with all project members including management at all levels.

How would you rate his/her punctuality?

She has always been punctual to all meetings and project events.

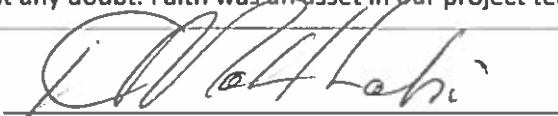
What would you consider his/her strengths? (please elaborate)

Faith has various strengths namely interpersonal skills, communication skills, well spoken, in-depth knowledge in the area of change management and communication, but more so being a team member and commitment to the project objectives. Also, the ability to acknowledge when she is wrong and take corrective action. Lastly, her ability to deal with people/staff with different back-grounds and experience.

Would you re-employ him/her?

Yes without any doubt. Faith was an asset in our project team.

Signatory



Name: Kereng Motlhabi

Head Of Organisational Effectiveness