

Validating HR decisions for Greece's leading supermarket chain

Tools used



Behaviour (PPA)

About the company



Company size:
11,000+ employees

Industry:
Retail

Greece

Website:
www.metrocashandcarry.gr

METRO AEBE in brief

Founded in 1976, Metro AEBE is one of Greece's leading supermarket companies. As such, it employs thousands of people across the country, and needed an employee lifecycle solution to facilitate this. Having previously used Hogan assessments, Metro AEBE was converted by the rigour offered by Thomas' PPA (Behaviour) assessment.

The challenge

With more than eleven thousand staff members in locations across Greece, METRO needed a robust employee recognition scheme. Thomas helped METRO to objectively assess their staff and identify the right people for promotion to leadership positions.

The supermarket chain used Thomas' Behaviour assessment (PPA) to develop a role profile rooted in science, providing a framework against which to score candidates. This helped to pinpoint best-fit new recruits and employee development opportunities, maximising the business benefit of recruitment and development activity.

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Thomas' Behaviour assessment helped us to understand better the unique values, strengths and limitations of each team member[...]

George Georgoulas – Head of Learning and Development
at METRO AEBE

The solution

“Thomas’ Behaviour assessment helped us to understand better the unique values, strengths and limitations of each team member and helped us to create job profiles for key positions” says George Georgoulas, Head of Learning and Development at METRO.

Not only do the behavioural reports generated by Thomas provide behavioural science insights to inform hiring decisions, they also present employees’ training needs in a structured way, facilitating the development of individual development plans.

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We understand [each individual’s] character and focus behaviour accordingly!

George Georgoulas – Head of Learning and Development at METRO AEBE

The Result

In less than a year, the supermarket chain has developed nine profiles for key positions across its Sales and Operations departments. This provides the business with a standardised framework for recruitment and performance management, grounded in behavioural science.

Key for METRO has been identifying a match between the requirements of key roles within the business, and the personal characteristics of candidates. The role profiles are now used to verify HR decisions throughout the business’ country-wide operations.

For more information about how we can help deliver confidence for your organisation, get in touch.



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