

## Keith Smith Streamlines Employee Appraisals with LightWork

It's quite a feat to be able to tout 65 years in business, but the Keith Smith Company in Hot Springs, Arkansas does it with style. A family-operated organization, Keith Smith Company is the largest independent producer and provider of broiler hatching eggs to the poultry industry in the U.S. and abroad. They provide to-be-hatched eggs to people around the world allowing patrons to breed and grow their own chicks for consumption. Keith Smith Company's dedicated professionals offer extensive experience in and knowledge of the worldwide poultry market.

### The Review Process

An organization that has been in business as long as the Keith Smith Company needs the most efficient tools possible to run smoothly and effectively. They have had to change with the times and become progressive to keep up with the demand of the technologies of today. "We're a family atmosphere culture at heart," says HR Manager Karen McDonald, "but an old-fashioned paper driven appraisal process wasn't cutting it." The company had originally been working off MS Word documents, referencing previous years' forms which had to be held on file and then retrieved for every current year's appraisal. The paper ordeal was time-consuming to say the least.

"I dreaded it," says McDonald. One of the major benefits of LightWork is the ease of use and accessibility. "The supervisors now have everything at their fingertips," says McDonald when speaking about the web-based format of the software.

### Making it Simple

One of the other benefits McDonald

#### Challenge

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#### Solution

Keith Smith selected LightWork to manage their employee appraisal process.

#### Results

LightWork provides their management staff with valuable information that allows them to use LightWork in a variety of ways: job descriptions, annual appraisals, application of annual raises, and more.

### Customer:

Keith Smith

Hot Springs, Arkansas

[www.keith-smith.com](http://www.keith-smith.com)

### Company Profile:

Industry: Food

manufacturing

Employees: 150

“This year's performance appraisal cycle went as smoothly as you could hope.”

Karen McDonald  
Human Resources Manager, Keith  
Smith

was keen to use was the interface to their HR software Sage HRMS. The convenience of this process and the simplicity of how it integrates with their performance appraisal process are undeniable. It provided their management staff with valuable information that allowed them to use LightWork in a variety of ways: job descriptions, annual appraisals, application of annual raises, and more. “This year's performance appraisal cycle went as smoothly as you could hope,” added McDonald. She credits that to the training she received from her implementation consultant. “She was remarkable, friendly, nice. I felt like I had known her my whole life.” As well as the traditional implementation training, McDonald also took part in a refresher course which she found extremely helpful. The LightWork Support desk is also always there when she needs it. The responses from the support team are timely to when she logs a call and she “never has to wait long to work with good people.”

Smith Company and McDonald are able to supply their clients and market with “egg-cellent” service.

### Room to Grow

In the future, McDonald would like to utilize LightWork in several projects if possible. The goals and journals functions are areas she'd like to look into. In the meantime, LightWork is delivering success for their talent management needs. LightWork keeps them confident internally so the Keith

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