

Case study

THP Professional Services Limited



THP is a firm of accountants, based in the South East. They have five offices and approximately 65 staff in Wanstead, Cheam, Southend-on-Sea, Chelmsford and Saffron Walden.

They provide a diverse range of services to small to medium sized businesses, all designed to improve the bottom line and support the clients' business and personal objectives. Services include management accounts, bookkeeping, auditing, company secretarial requirements, tax advice, payroll and various business advisory services. THP believes in tailoring their services to the client's requirements and operates a fixed fee payment system so their clients know exactly what they're paying and what they're paying for. While this approach sets THP apart from other Accountancy firms, it's the team that really create the difference.

THP uses Thomas' Personal Profile Analysis (PPA) as a tool to help with their recruitment and appraisal process.

PPA assesses an individual's behaviour in the work environment. It can answer questions such as - What are their strengths and their limitations? Are they self starters? How do they communicate? What motivates them? The PPA enables people to become more self aware, which in turn gives them the means to consolidate their working strengths and compensate for their limitations.

The PPA is a series of 24 questions on a forced choice "first impressions" basis, taking no longer than seven minutes to complete. The answers are charted on a graph under the four headings of Dominance, Influence, Steadiness and Compliance (DISC).



"THP is team focussed - its important to us that everyone feels a strong sense of belonging. Each team has a particular culture so it's vital to reassure those team members that we will not bring someone in who won't fit. PPA enabled us to reduce damage by employing the right people in the first place."

“Before we started using Thomas, decisions at interview were made on personality only - they seemed nice, interviewed well and had the right qualifications. However, basing decisions on personality meant we were not objective: people were taken on because the manager who interviewed them liked them. Qualifications alone could also be misleading - just because they are qualified to do the job does not necessarily mean that they can.”

THP wanted to be able to make a much more informed decision.

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“PPA has had an extremely positive influence on our recruitment and staff retention and clearly demonstrates to our people that we care enough about them to devote time and money to recruiting people that will fit.”

“We also introduced a formal appraisal system into the company as we wanted to provide a much more structured and objective environment for giving feedback on an individual's performance. PPA is such a good tool to use in these circumstances as it is so positive. It highlights all the good things a person brings to the table and how they contribute to the business. It makes clear that we take notice of our people as individuals. When we feedback the profile to the individual at appraisal it opens the door for a more comprehensive discussion. It is difficult to sit with someone in an appraisal environment and offer a dispassionate view of their performance.

“PPA takes away the subjectivity and finger pointing element because it is seen by people as independent.”