

FUGU GMBH · 360° FEEDBACK OPERATING SYSTEM · 2025 – 2026

Fugu sells the program. I built the machine that *delivers* it.

Every 360° cohort used to run on manual effort: 302 personalised invitations, two approval gates, five rater groups with their own minimums, and weeks of chasing people who are busy running a plant. What the client buys did not change. What it costs to deliver it did. A program is won or lost in the follow-ups, so that is what I instrumented.

DESIGNED, BUILT AND OPERATED BY ME

FUGU GMBH LEADERSHIP PROGRAMS · GLOBAL PHARMA CLIENT

6

Programs run on the same system

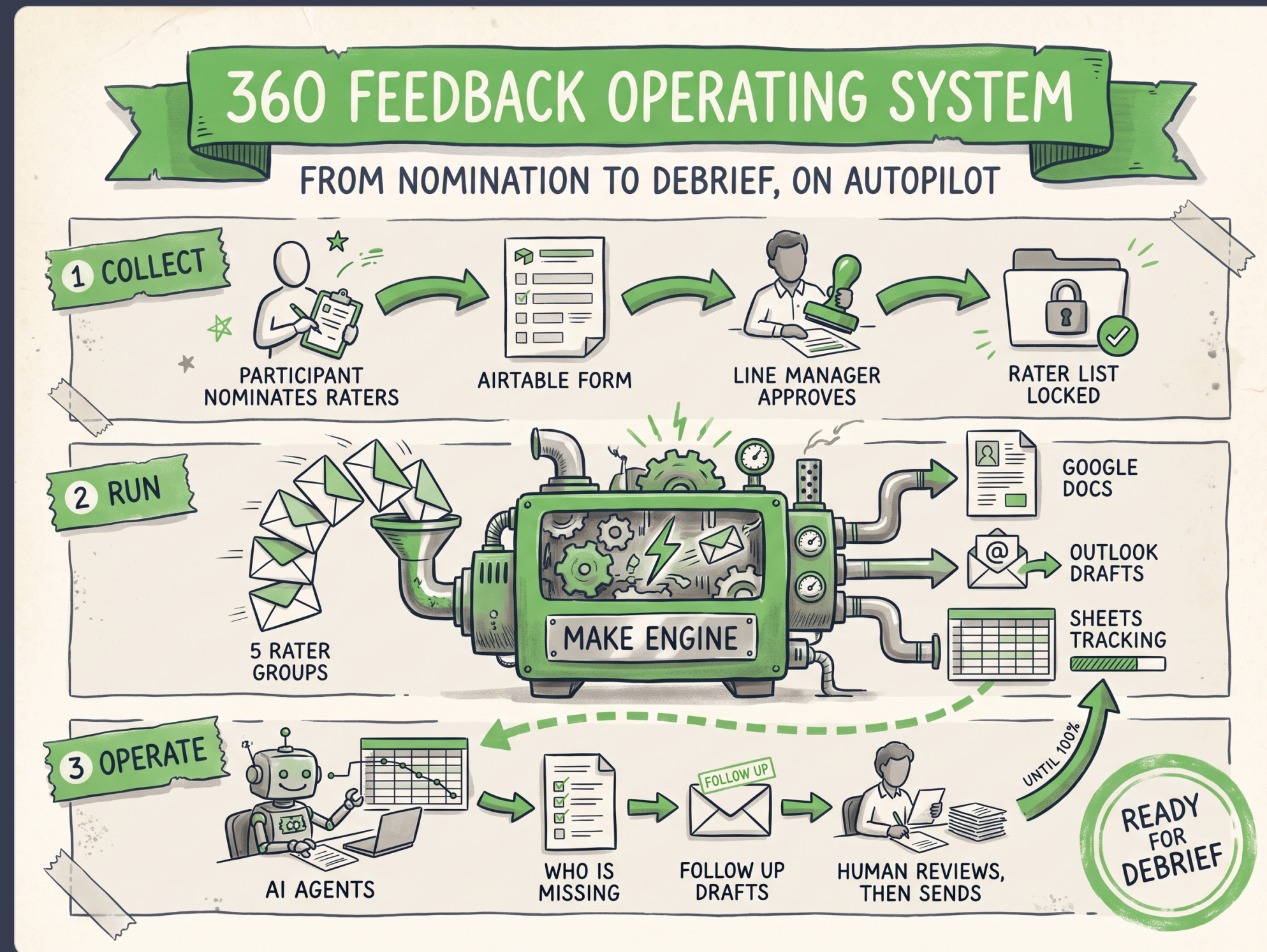
16/17

Leaders who reached debrief-ready

72%

Of chased raters recovered by the system

Three layers. *One* source of truth.



01 – COLLECT

Nothing moves until the list is locked.

Participants nominate raters through password-gated forms. Line managers approve or veto from a link that is unique to them.

02 – RUN

Every locked list becomes mail, docs and a tracker.

Each rater turns into a personalised document, an Outlook draft and a row in the live tracker. Three reminder rounds fire on their own.

03 – OPERATE

Agents work out who is blocking whom.

They read the tracker, check each participant against the minimum per rater group, and write the chase mail and the HR update.

Every mail is created as a draft. A human reads it, then sends it. Every time.

Compliance is a floor, not a *percentage*.

17

Leaders, one of them added after launch

302

Rater invitations, each personalised

252

Completed evaluations

0

Manual chases needed to clear both approval gates

CLIENT COMPLIANCE MINIMUM, MET PER PARTICIPANT
THE GATE THE CLIENT ACTUALLY SET. EVERY GROUP BELOW BLOCKS A DEBRIEF.



DIRECT REPORT COUNTS ONLY THE 12 LEADERS WHO HAVE DIRECT REPORTS. ONE CUSTOMER OUTSTANDING ON ONE LEADER.

Each leader nominates up to 20 raters against a minimum of 11. The surplus is deliberate, which is why a raw response rate is the wrong scoreboard: the system does not chase every rater, it chases the ones still standing between a leader and a debrief.

WHERE THE 302 INVITATIONS ENDED UP



122

ANSWERED
UNPROMPTED

130

RECOVERED
BY THE CHASE

50

NEVER
ANSWERED

The middle number is the system. 180 raters were chased and 130 came back, a 72% recovery. Round one did the heavy lifting, round three had a single reminder left to send.

- 549 emails per cohort, none of them written by hand
- Status reporting from "let me check" to one live sheet