PERFORMANCE MANAGEMENT PROCESS

Content

1. Performance Expectation and Evaluation

A process for goal setting, evaluation, feedback, and accountability that lets employees know how they are doing. To perform well, employees need to know what is expected of them. The starting point is an up-to-date job description that describes the essential functions, tasks, and responsibilities of the job. It also outlines the general areas of knowledge and skills required of the employee to be successful in the job.

This policy establishes procedures for evaluating employees' performance and communicating performance expectations.

The procedure involves the following steps:
(1) Setting performance goals and objectives as well as career development goals
(2) Monitoring employee progress
(3) Providing constructive feedback and evaluating performance

2. Appraisal & Bonus Cycle - Timelines

The main objective of performance appraisal is to measure and improve the performance of employees and increase their future potential and value to the company.

The Appraise and Appraiser should discuss the aspects of performance and finally arrive at an assessment rating. This is to be discussed with specific inputs/ instances/ feedback and mutually agreed upon between the manager & the employee.

- Employees - IC's and Non- People Managers
- Managers - All People Managers and above

Definition	Cycle	Payout
Appraisal Cycle for Employees	January – December.	Payout in February, effective from January.
Appraisal Cycle for Managers	April - March	Payout in May, effective from April.
Bonus Cycle for Employees	HY1 (January – June) HY2 (July - December)	Payout in July Payout in February
Bonus Cycle for Managers	April – March	Payout in May.

3. Eligibility for Performance Appraisal & Bonus

	Employees	Managers
Eligibility for Bonus	• Employees joined on or before 31st March. • Employees joined on or before 30th September.	• Managers who joined on or before 31st December
Non-Eligibility for Bonus	• Employees on PIP • Employees serving Notice Period during the bonus payout process.	• Managers on PIP • Managers serving Notice Period during the bonus payout process.
Eligibility for performance appraisal	• Employees joined on or before 30th June	• Managers joined on or before 30th September
Non-Eligible for Performance Appraisal	• Employees serving Notice Period during the appraisal process. • Employees on Probation • Employees on PIP	• Managers serving Notice Period during the appraisal process. • Managers on Probation. • Managers on PIP

4. Evaluation Criteria

Rating	Rating Implications	Rating Definition
5 - EX	Exceptional	Performance is exceptional and far exceeds expectations. Consistently demonstrates excellent standards in all job requirements. Goals and objectives are achieved, and significant additional contributions are made. Employees provide a high level of leadership and/or subject matter expertise. Behaviors and attitude are exemplary. The employee is considered a role model by management and his or her peers
4 - EE	Exceed Expectations	Employees' performance often exceeds expectations. Goals and objectives are timely achieved and often surpassed. The employee will often take the initiative on new tasks or projects and aid others.
3 - ME	Meets Expectations	Clearly meets essential requirements of the job. Employee's goals and objectives are achieved in a timely manner, or there has been significant progress toward achievement. Minimal, if any, supervision is required on a day-to-day basis.
2 - NI	Needs Improvement	Performance is inconsistent. Meets requirements of the job occasionally. Supervision and training is required for most problem areas.
1-UN	Unsatisfactory	Performance does not meet the minimum requirement of the job.

5. Process Flow

- Step 1:HR will run sensitization sessions for employees.

- Step 2: Employees clarify queries related to the process during the session.

- Step 3: Employee to self-evaluate and submit the ratings to the manager.

- Step 4: Manager to guide the employee to fill in the form.

- Step 5: Manager to complete his review of the employee evaluation.

- Step 6: Manager to discuss his review of the employee's performance with the Functional head.

- Step 7: Manager to share his rating and proposal or hike/promotion if applicable for the employee to the Functional Head

- Step 8: Upon final review by Functional Head, Manager to communicate the final rating and pay-out percentage to the employee.

- Step 9: Any corrections disagreements to be highlighted to HR.

- Step 10: HR will discuss the concern with functional head for a resolution.

- Step 11: HR Validates the rating & shares with the payroll team for payout.

- Step 12: HR Circulate the revision letters with the managers.