

TCR Operations Manual



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1.Introduction

Welcome to the Task Completion Rate (TCR) Operations Manual. This comprehensive guide is designed to provide you with a thorough understanding of the principles, methodologies, and best practices for managing and optimising task completion rates within an organisation. Whether you are a seasoned professional or new to TCR management, this manual will serve as a valuable resource to enhance your operational efficiency and achieve organisational goals.

1.1 Purpose of the Manual

The primary purpose of this manual is to equip you with the knowledge and tools necessary to effectively measure, analyse, and improve task completion rates. By following the guidelines and strategies outlined here, you will be able to:

Understand TCR Fundamentals: Gain a clear understanding of what task completion rate is, why it is important, and how it impacts overall performance.

Implement Best Practices: Learn about proven methods and strategies for managing TCR, including planning, monitoring, and optimising workflows.

Utilise Analytical Tools: Discover various analytical dashboards to measure TCR accurately and derive actionable insights.

Enhance Performance: Identify key areas for improvement and implement changes that lead to higher efficiency and better task completion outcomes.

1.2 Who Should Use This Manual

This manual is intended for a wide range of professionals involved in the management and execution of tasks within an organisation, including but not limited to:

Project Managers: To monitor and improve the completion rates of project tasks, ensuring timely delivery and quality outcomes.

Operations Managers: To streamline operational processes and enhance overall productivity.

Team Leaders:To guide team members towards achieving their task goals effectively and efficiently.

Analysts and Strategists:To use data-driven approaches for identifying trends and making informed decisions.

New Employees:To quickly familiarise themselves with the concepts and practices related to TCR, facilitating a smoother integration into their roles. It includes step-by-step instructions for daily, weekly, and monthly tasks, ensuring all administrative processes are carried out efficiently.

1.3 Structure of the Manual

The TCR Operations Manual is structured to provide a logical and easy-to-follow progression through various aspects of task completion rate management:

1: Daily Tasks

Daily Tasks take seven hours/day to complete the execution process. This section provides a detailed justification of time that utilises on, and how to organise, and execute daily tasks to optimise productivity and meet set goals. This include the following:

- Collect and Update Record
- Customer Service and Support
- TCR Maintenance
- Monitoring and Assessment
- Closing Procedure

2: Weekly Tasks

This process can be applied to each IPR individual graph and ARM5 Reporting dashboard.

- Due this Week
- Avg TTC Last Week
- Upcoming Tasks this week by timeliness
- Upcoming Tasks this week by project

3: Monthly Tasks

This process can be applied to each individual graph and ARM5 Reporting dashboard.

- Tasks Due This Month and Tasks Due Last Month
- Incomplete Tasks due this month by project
- Completed Tasks last month by project
- Completed Tasks last month by assignee

1.4 Tasks Completion Time

Defining a task timeline is crucial for operations management as it helps in organising and visualising the sequence and duration of tasks needed to complete a TCR Maintenance Process. Below table with columns that are specifying the details such as the task name, description, and duration to complete each tasks by individual:

Tasks	Sub-tasks	Completion Time
Daily Tasks	<ul style="list-style-type: none"> • Collect and Update Record • Customer Service and Support • TCR Maintenance • Monitoring and Assessment • Closing Procedure 	7 Hours/D
Weekly Tasks	<ul style="list-style-type: none"> • Due this Week • Avg TTC Last Week • Upcoming Tasks this week by timeliness • Upcoming Tasks this week by project 	2 Hours/W

Monthly Tasks	<ul style="list-style-type: none"> • Tasks Due This Month and Tasks Due Last Month • Incomplete Tasks due this month by project Completed Tasks last month by project • Completed Tasks last month by assignee 	2 Hours/M
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Table1.0: Tasks Timeline

Effective task completion and time management are crucial for productivity and success in various aspects of organisational goals. Here are key points highlighting the importance of task completion time in TCR Maintenance Process:

1: Efficiency and Productivity

- Completing tasks within a designated time frame ensures that more tasks can be accomplished in a given period, increasing overall productivity.
- Efficient task completion allows for better utilisation of resources, including time, and manpower.

2: Quality of Work

- Managing time effectively can allow for a more thorough and detailed approach to tasks, enhancing the quality of the work produced.
- Rushed tasks are prone to errors. Allocating appropriate time reduces the likelihood of mistakes.

3: Client and Stakeholder Satisfaction

- Clients and stakeholders expect tasks to be completed within agreed timelines. Meeting these expectations fosters trust and satisfaction.
- By emphasising the importance of TCR Maintenance Process and implementing effective time management strategies, the team can enhance productivity, meet goals, and achieve greater success.

By adhering to the guidance provided in this manual, you will be well-equipped to achieve and maintain high task completion rates, ultimately driving organisation towards greater efficiency and success. It includes step-by-step instructions for daily, weekly, and monthly tasks, ensuring all operation processes are carried out efficiently.

2. Daily Tasks

Managing daily tasks efficiently is crucial for maintaining high Task Completion Rates (TCR) and ensuring smooth operations within the organisation. This section provides a detailed guide on how to organise, and execute daily tasks to optimise productivity and meet set goals. This include the following:

- Collect and Update Record
- Customer Service and Support
- TCR Maintenance
- Monitoring and Assessment
- Closing Procedure

2.1 Collect and Update Records:

Managing daily efficiently is crucial for maintaining high Task Completion Rates (TCR) and ensuring smooth operations within the organisation. This section provides a detailed guide on how to collect, and execute daily tasks to optimise productivity and meet set goals. **Due, Unscheduled, Overdue** tasks information for each employee will be updated in [Google TCR tracker](#), [Asana TCR Project](#). At the end, how to update the [ARM5 Performance Report Dashboard](#).

Firstly, understanding the categorization of tasks is essential for effective operations management and productivity. Here's a detailed explanation of due, unscheduled, overdue tasks and TCR Definition:

1: Due Tasks

- **Due** Tasks that have an assigned deadline or due date within the current period (e.g., today, this week, or this month).
- These tasks are tied to a specific date and time by which they need to be completed.
- Often given priority over unscheduled tasks because of the imminent deadline.
- Clear actions need to be taken to complete these tasks on time
- As Anne Angeles has 2 due tasks and Betty Kumahor has 7 due tasks, mentioned in the figure below.

#	Task name	Assignee	Due date	Projects
AA Anne Angeles				
1	✓ Aseir Quiz Funnel Stage 2 < Aseir Quiz Funnel Stage 2	AA Anne Angeles	Apr 30	
2	✓ ASEIR: Reorganize date of articles and also write a report about anomalies < ASEIR: Reorgani;	AA Anne Angeles	Apr 26	
BK Betty Kumahor				
1	✓ Maintain TCR Tracker > Week 20	BK Betty Kumah...	May 17	ARMS Ops
2	✓ Maintain TCR Tracker > Week 19	BK Betty Kumah...	May 10	ARMS Ops
3	✓ Maintain TCR Tracker > Week 18	BK Betty Kumah...	May 3	ARMS Ops
4	⌚ Set up Acquisitions Director Job Post and facilitate interviews 1 🗨 3 🗨	BK Betty Kumah...	May 8	ARMS Operations
5	✓ Maintain TCR Tracker > Week 17	BK Betty Kumah...	Apr 26	ARMS Ops
6	⌚ Provide ARMS Operations Report < Executive Meeting Weekly Reports	BK Betty Kumah...	May 2	
7	✓ Review	BK Betty Kumah...	Apr 23	

Figure 0.0: Due Task

2: Unscheduled Tasks

- **Unscheduled** Tasks that need to be done but do not have a specific deadline or have a flexible timeframe for completion.
- These tasks can be completed at any time, often based on available time and priority relative to other tasks.
- Typically have lower urgency compared to due tasks, but they still contribute to overall goals and objectives.
- They can be planned into the schedule when time allows or completed opportunistically when there is a gap between scheduled tasks.
- As Brandon Campbell has 6 unscheduled tasks and Cielou has 1 unscheduled tasks, mentioned in the figure below.

#	Task name	Assignee	Due date	Projects
BC Brandon Campbell				
1	✓ Tech stack /inventory 1 ☐	BC Brandon Ca...		ALL Br... Burp ... Ma...
2	✓ Marketing Calendar	BC Brandon Ca...		ALL Br... Burp ... Ma...
3	✓ Trending stats	BC Brandon Ca...		ALL Br... Burp ... Ma...
4	✓ Organic schedule and process	BC Brandon Ca...		ALL Br... Burp ... Ma...
5	✓ Marketing calendar	BC Brandon Ca...		ALL Bra... Asei... Mar...
6	✓ Tech stack/inventory 1 ☐	BC Brandon Ca...		ALL Bra... Asei... Mar...
cg cielou guitche				
1	✓ On-going Team Huddle < On-going Team Huddles	cg cielou guitche		ARM5 Operations

Figure 0.1: Unscheduled Task

3: Overdue Tasks

- **Overdue** Tasks that were due to be completed by a certain date but have not been finished by the specified deadline.
- The deadline for these tasks has passed, indicating a delay in completion.
- Often become a high priority due to the need to catch up and mitigate any negative consequences of the delay.
- May lead to penalties, loss of trust, or other negative outcomes depending on the context of the task.
- As Brandon Campbell has 8 overdue tasks and Brian Mcdaniel has 1 overdue tasks, mentioned in the figure below.

#	Task name	Assignee	Due date	Projects
BC Brandon Campbell				
1	✓ Turn in Brand Review content to Investor Relations < Create this mont	BC Brandon Ca...	May 13	
2	✓ Turn in Brand Review content to Investor Relations < Create this mont	BC Brandon Ca...	May 13	
3	✓ Turn in Brand Review content to Investor Relations < Create this mont	BC Brandon Ca...	May 13	
4	✓ Turn in Brand Review content to Investor Relations < Create this mont	BC Brandon Ca...	May 13	
5	✓ Turn in Brand Review content to Investor Relations < Create this mont	BC Brandon Ca...	May 13	
6	✓ Turn in Brand Review content to Investor Relations < Create this mont	BC Brandon Ca...	May 13	
7	✓ Brandon Campbell's Monthly Brand Projections < Create next Month's	BC Brandon Ca...	May 1	
8	✓ Brandon Campbell's Monthly Brand Projections < Create next Month's	BC Brandon Ca...	May 1	
BM Brian McDaniel				
1	✓ EOFIRE Guests Campaign	BM Brian McDan...	May 17	Investor Funnel

Figure 0.2: OverdueTask

2.1.1: TCR Definition

Task Completion Rate (TCR):

The TCR is a key performance indicator (KPI) used to measure how effectively a team or individual completes tasks on time. It reflects both **efficiency** (getting tasks done quickly) and **effectiveness** (completing tasks to the required standard) within a specific timeframe. It is expressed as a percentage and provides insights into how well a team or individual is meeting their task deadlines. A higher TCR indicates better task completion efficiency.

The TCR, expressed as a percentage, provides valuable insights into:

- **Team/Individual Performance:** A high TCR indicates strong task management skills and the ability to meet deadlines consistently. Conversely, a low TCR may suggest challenges with workload, prioritisation, or resource allocation.
- **Process Optimization:** By tracking TCR over time, we can identify bottlenecks or areas for improvement in workflows. Consistently low TCRs may prompt adjustments to deadlines, resource allocation, or training needs.

The Task Completion Rate (TCR) is a complex calculation that will be refined over time. As that calculation is refined, the definition will be tracked and archived in [TCR Tracker Project](#) so that at any point in time it is clear how the TCR was calculated on that date.

While the specific formula for TCR may be complex and subject to refinement, the basic concept is straightforward:

- **Numerator:** The number of tasks completed within the designated time frame.
- **Denominator:** The total number of tasks assigned during the same period.

Example:

- If a team is assigned 20 tasks in a week and completes 18 on time, their TCR for that week would be $(18 \text{ completed tasks} / 20 \text{ total tasks}) \times 100\% = 90\%$.

The TCR is calculated as follows:

TCR-1:

- This is calculated for a particular person (**assignee**) on a particular day (**calculation date**).
- $[\text{TCR Numerator} / \text{TCR Denominator}] * 100$
- $\text{TCR Numerator} = \text{Total Due} - \text{Total Unscheduled} - \text{Total Overdue}$
- $\text{TCR Denominator} = \text{Total Due}$
- Total Due Tasks →
 - a. All tasks,

- b. assigned to the person,
 - c. with due dates within the last 30 days
 - d. **excluding** all the tasks in the **TCR Tracker**.
- Total Unscheduled Tasks →
 - a. All tasks,
 - b. assigned to the person,
 - c. without due dates,
 - d. excluding any tasks in the TCR Tracker.
- Total Overdue Tasks →
 - a. All tasks,
 - b. assigned to the person,
 - c. with a due date that is earlier than today,
 - d. excluding any tasks in the TCR Tracker.

There are the following steps to update records for TCR maintenance:

Go to the [Reporting](#) → TCR [Manual Calculator Dashboard](#). Click on it. Below screen will be shown.

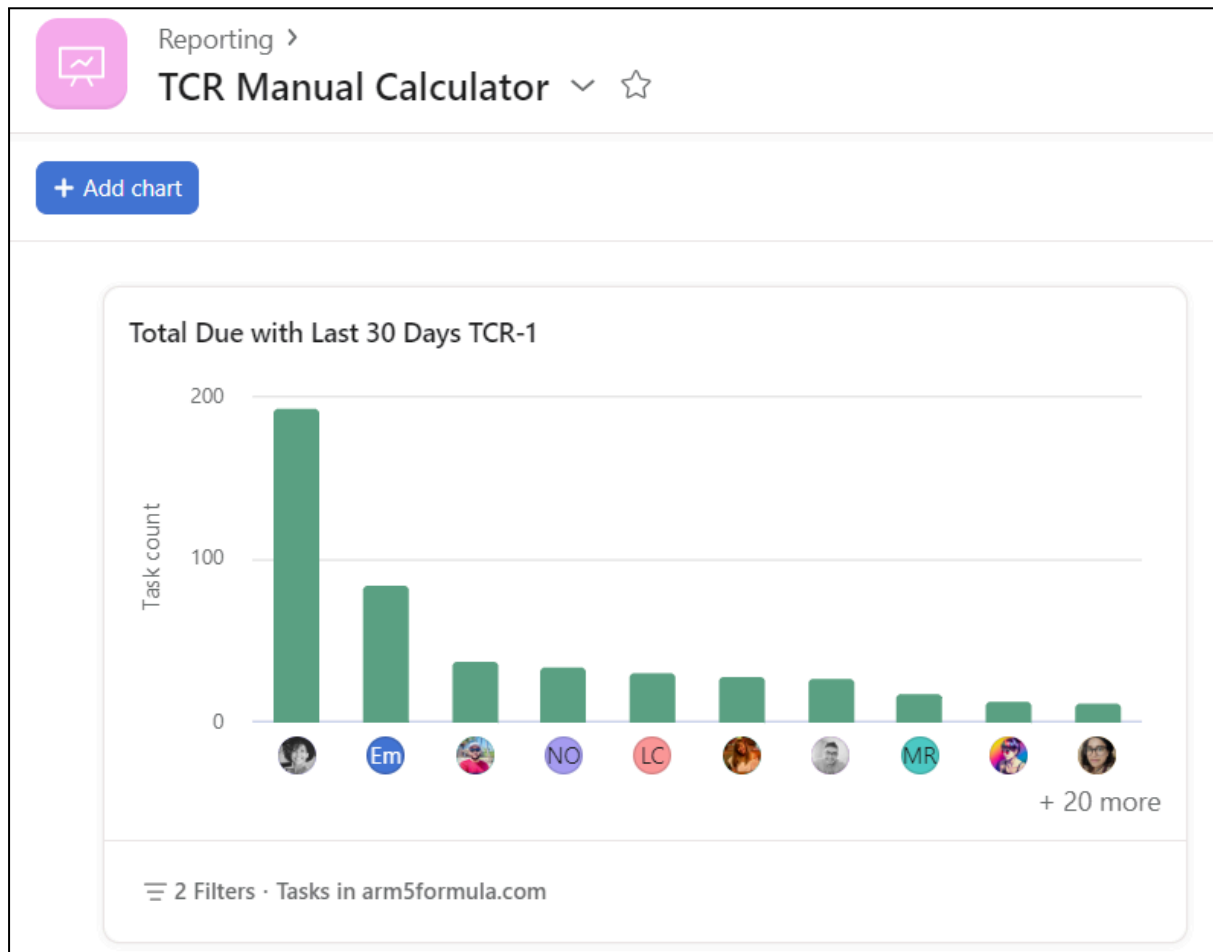


Figure 1.0 TCR Manual Calculator

- Click [+more](#) → Go to the chart Total Due with Last 30 Days TCR-a.

Search results ▼
25+ tasks

Sort: Last modified View: List

#	Task name	Assignee	Due date	Projects	Tags
1	Go through EOFIRE Guests on LinkedIn and add to Waalaxy and Apol	Em Emerita	Today		
2	Create a Sample pages for Try Them All and Deep Sleep 14	MR Milos Ristic	May 17	ALL... Klo... Ma... Sh	
3	Create a ZNite Tape product page 28	MR Milos Ristic	May 16	ALL... Klo... Ma... Sh	
4	Create a product insert for Original ZSleep Patch 8 Day Trial 1 3	Raúl Rivas	Today	Klova ... Mark... Sha...	
5	Update the Melatonin-Free Patch pouch back side with its n 1 3	Raúl Rivas	Today	Klova ... Mark... Sha...	
6	Create graphics for Grooming More Amazon Store < Creat 1 14	Raúl Rivas	Today	ALL... Gr... Ma... Sh	
7	Create a product insert for Mouth Tapes < Create Klova's ZNite [®] 36	Raúl Rivas	Today	Shark Team	
8	Create Klova's ZNite [™] Tape design and pouch for the tape 1 63	Raúl Rivas	Today	ALL... Klo... Ma... Sh	
9	Report back monthly reviews delivered to all Clients	Mariela Casti...	Today	Executive Assistant Task Board	
10	Maintain TCR Tracker > Week 20	BK Betty Kumah...	May 17	ARM5 Ops	
11	Create the new landing pages using the Sleepy Patch as templat 1	MR Milos Ris... X	Today	Shark Team	
12	Follow-Up Review	NO Nickolay Ok...	Today	Investor Funnel	
13	Update Optimization Tracking Sheet Weekly	NO Nickolay Ok...	Today	Investor Fun... Marker Boa...	
14	Go through EOFIRE Guests on LinkedIn and add to Waalaxy and Apol	Em Emerita	Yesterday		
15	Go through EOFIRE Guests on LinkedIn and add to Waalaxy and Apol	Em Emerita	May 15		
16	Go through EOFIRE Guests on LinkedIn and add to Waalaxy and Apol	Em Emerita	Yesterday		
17	Go through EOFIRE Guests on LinkedIn and add to Waalaxy and Apol	Em Emerita	May 15		

Figure 1.2: Due Tasks List

- Right side of the screen, click on **Sort as Assignee**. The list view will be shown in the below Figure. Ann has 3 due tasks.

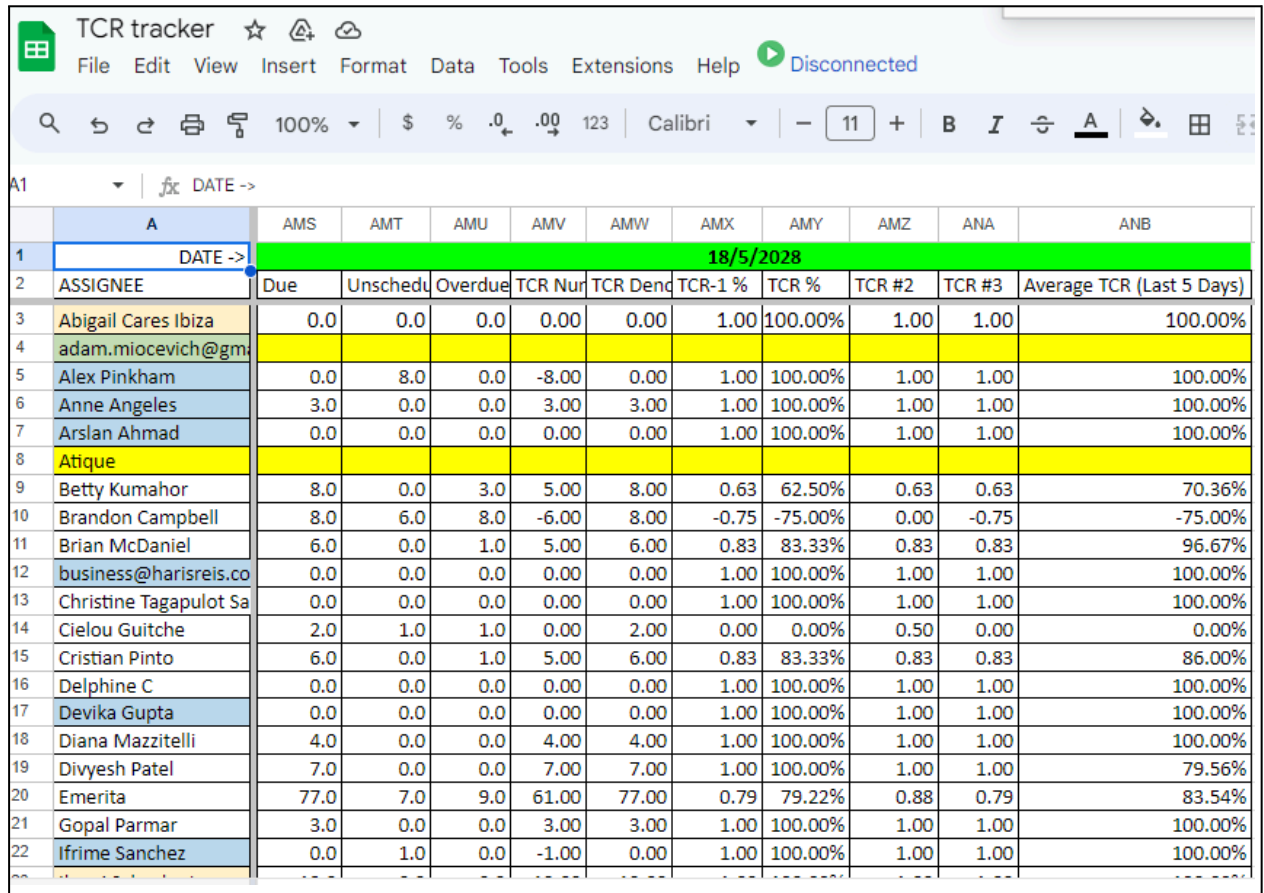
Search results ▼
25+ tasks

Sort: Assignee View: List Send feedback

#	Task name	Assignee	Due date	Projects	Tags
AA Anne Angeles					
1	Aseir Quiz Funnel Stage 2 < Aseir Quiz Funnel Stage 2	AA Anne Angeles	Apr 30		
2	ASEIR: Reorganize date of articles and also write a report	AA Anne Angeles	Apr 26		
3	BURPLIDS: Reorganize date of articles and also writ 1	AA Anne Angeles	Apr 19		
BK Betty Kumahor					
1	Maintain TCR Tracker > Week 20	BK Betty Kumah...	May 17	ARM5 Ops	
2	Maintain TCR Tracker > Week 19	BK Betty Kumah...	May 10	ARM5 Ops	
3	Maintain TCR Tracker > Week 18	BK Betty Kumah...	May 3	ARM5 Ops	
4	Set up Acquisitions Director Job Post and facilit 1 3	BK Betty Kumah...	May 8	ARM5 Operations	
5	Maintain TCR Tracker > Week 17	BK Betty Kumah...	Apr 26	ARM5 Ops	
6	Provide ARM5 Operations Report < Executive Meeting W	BK Betty Kumah...	May 2		
7	Review	BK Betty Kumah...	Apr 23		
8	Maintain TCR Tracker > Week 16	BK Betty Kumah...	Apr 19	ARM5 Ops	

Figure 1.3: Due Tasks Sort as Assignee

- Ann has 3 due tasks and is added to the google sheet tracker in **Due Column**. This step will be repeated for all the employees.



	A	AMS	AMT	AMU	AMV	AMW	AMX	AMY	AMZ	ANA	ANB
1	DATE ->	18/5/2028									
2	ASSIGNEE	Due	Unschedu	Overdue	TCR Nur	TCR Dend	TCR-1 %	TCR %	TCR #2	TCR #3	Average TCR (Last 5 Days)
3	Abigail Cares Ibiza	0.0	0.0	0.0	0.00	0.00	1.00	100.00%	1.00	1.00	100.00%
4	adam.mioceovich@gmail.com										
5	Alex Pinkham	0.0	8.0	0.0	-8.00	0.00	1.00	100.00%	1.00	1.00	100.00%
6	Anne Angeles	3.0	0.0	0.0	3.00	3.00	1.00	100.00%	1.00	1.00	100.00%
7	Arslan Ahmad	0.0	0.0	0.0	0.00	0.00	1.00	100.00%	1.00	1.00	100.00%
8	Atique										
9	Betty Kumahor	8.0	0.0	3.0	5.00	8.00	0.63	62.50%	0.63	0.63	70.36%
10	Brandon Campbell	8.0	6.0	8.0	-6.00	8.00	-0.75	-75.00%	0.00	-0.75	-75.00%
11	Brian McDaniel	6.0	0.0	1.0	5.00	6.00	0.83	83.33%	0.83	0.83	96.67%
12	business@harisreis.co	0.0	0.0	0.0	0.00	0.00	1.00	100.00%	1.00	1.00	100.00%
13	Christine Tagapulot Sa	0.0	0.0	0.0	0.00	0.00	1.00	100.00%	1.00	1.00	100.00%
14	Cielou Guitche	2.0	1.0	1.0	0.00	2.00	0.00	0.00%	0.50	0.00	0.00%
15	Cristian Pinto	6.0	0.0	1.0	5.00	6.00	0.83	83.33%	0.83	0.83	86.00%
16	Delphine C	0.0	0.0	0.0	0.00	0.00	1.00	100.00%	1.00	1.00	100.00%
17	Devika Gupta	0.0	0.0	0.0	0.00	0.00	1.00	100.00%	1.00	1.00	100.00%
18	Diana Mazzitelli	4.0	0.0	0.0	4.00	4.00	1.00	100.00%	1.00	1.00	100.00%
19	Divyesh Patel	7.0	0.0	0.0	7.00	7.00	1.00	100.00%	1.00	1.00	79.56%
20	Emerita	77.0	7.0	9.0	61.00	77.00	0.79	79.22%	0.88	0.79	83.54%
21	Gopal Parmar	3.0	0.0	0.0	3.00	3.00	1.00	100.00%	1.00	1.00	100.00%
22	Ifrieme Sanchez	0.0	1.0	0.0	-1.00	0.00	1.00	100.00%	1.00	1.00	100.00%

Figure 1.4: TCR Tracker

- Go to the [Reporting](#) → TCR [Manual Calculator Dashboard](#). Click on it. Below screen will be shown.

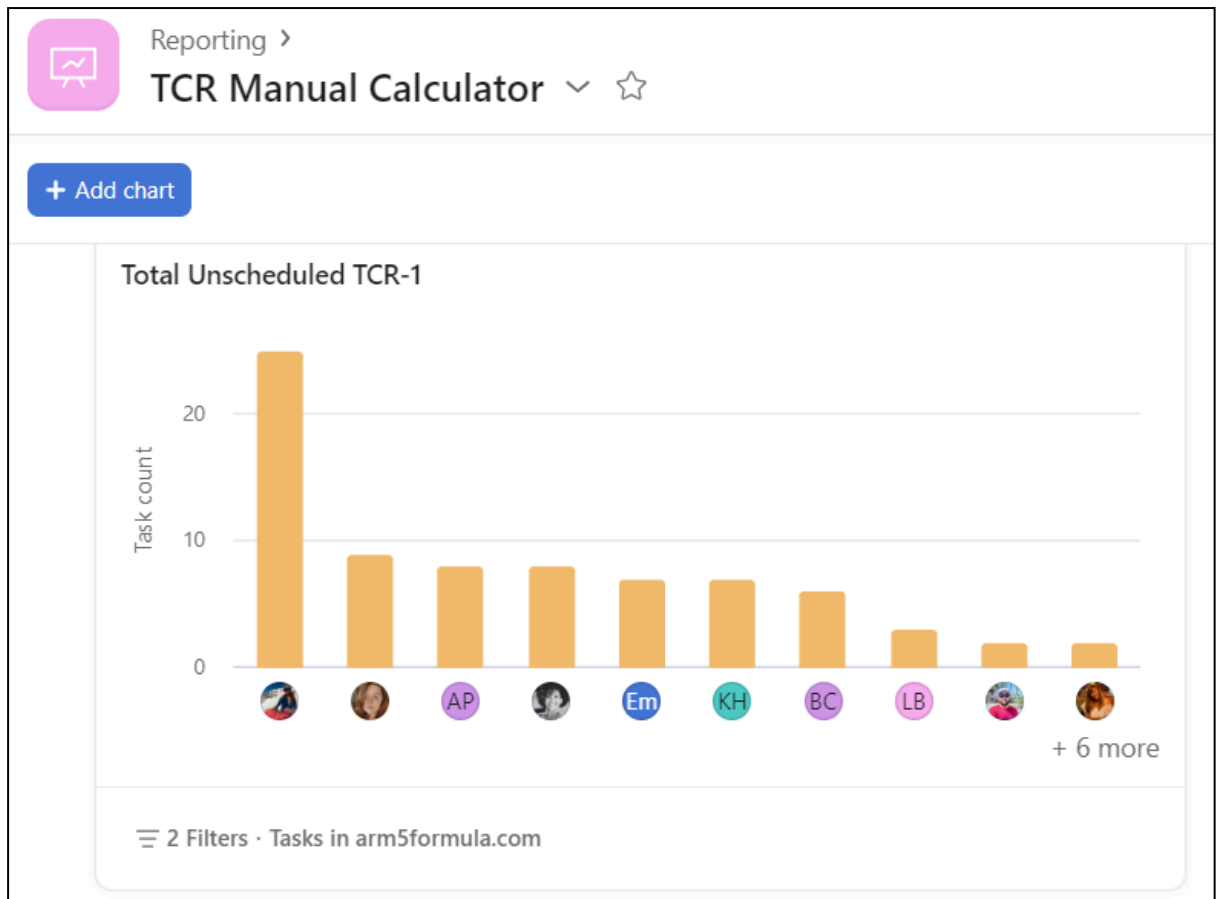


Figure 1.5 TCR Manual Calculator

- Click **+more** → Go to the chart Total Unscheduled with Last 30 Days TCR-a.

Search results ▾

25+ tasks

Sort: Last modified View: List Send feedback

#	Task name	Assignee	Due date	Projects	Tags
1	✓ Master Replied To Any Email Workflow or Social DM	Vin Featherst...		CRM/Tech Department (MVP Prot...	
2	✓ Add Sales Reps < Calendar - Sales Reps	Vin Featherst...			
3	✓ Replace Demo Calendar < Calendar - Sales Reps	Vin Featherst...			
4	✓ [CRM]: VSL1 - Utility Workflows: Watched Percentages	Vin Featherst...		CRM/Tech Department (MVP Prot...	
5	✓ Bulk Overhaul: Copy, Shopify, Klaviyo 2	Karl		ALL... Kio... Ma... Sh	
6	✓ [B]: Book A Call	Vin Featherst...		Web Department - MVP Prototype	
7	✓ [B]: Book A Call Confirmation	Vin Featherst...		Web Department - MVP Prototype	
8	✗ [v2]: Webpage - LM 2: Opt-in	Vin Featherst...		Web Department - MVP Prototype	
9	✗ [v2]: Webpage - Join Club: Opt-in	Vin Featherst...		Web Department - MVP Prototype	
10	✓ Webpage - VSL	Vin Featherst...		Web Department - MVP Prototype	
11	✓ [B]: LM/Masterclass Thank You	Vin Featherst...		Web Department - MVP Prototype	
12	✗ [v2]: Webpage - LM 1: TY	Vin Featherst...		Web Department - MVP Prototype	

Figure 1.6: Unscheduled Tasks View

- Right side of the screen, click on **Sort as Assignee**. The list view will be shown in the below Figure. Alex has 8 unscheduled tasks.

Search results 25+ tasks

Sort: Assignee View: List [Send feedback](#)

#	Task name	Assignee	Due date	Projects	Tags
AP Alex Pinkham					
1	✓ Loan SOPs 3	AP Alex Pinkham		ARMS Ops	
2	✓ Term sheet sent from the lender/bank docuSign < WC - 7	AP Alex Pinkham			
3	✓ Organize final funding phone call on Josh's calendar - < '	AP Alex Pinkham			
4	✓ Organize final funding phone call on Josh's calendar - < '	AP Alex Pinkham			
5	✓ Term sheet sent from the lender/bank docuSign < WC - 3	AP Alex Pinkham			
6	✓ Organize final funding phone call on Josh's calendar - < '	AP Alex Pinkham			
7	✓ Pre-approval Terms sheet uploaded < WC - 100K - TBAG	AP Alex Pinkham			
8	✓ Support Em < Set up Kickfurther with all "good" Chase ac	AP Alex Pinkham			
BC Brandon Campbell					
1	✓ Tech stack /inventory 1	BC Brandon Ca...		ALL Br... Burp ... Ma...	
2	✓ Marketing Calendar	BC Brandon Ca...		ALL Br... Burp ... Ma...	
3	✓ Trending stats	BC Brandon Ca...		ALL Br... Burp ... Ma...	

Figure 1.7: UnscheduledTasks Sort as Assignee

- Alex has 8 unscheduled tasks and is added to the [TCR tracker](#) in the **Unscheduled Column**. This step will be repeated for all the employees.

	A	AMS	AMT	AMU	AMV	AMW	AMX	AMY	AMZ	ANA	ANB
1	DATE ->	18/5/2028									
2	ASSIGNEE	Due	Unschedu	Overdue	TCR Nur	TCR Dend	TCR-1 %	TCR %	TCR #2	TCR #3	Average TCR (Last 5 Days)
3	Abigail Cares Ibiza	0.0	0.0	0.0	0.00	0.00	1.00	100.00%	1.00	1.00	100.00%
4	adam.mioceovich@gmail										
5	Alex Pinkham	0.0	8.0	0.0	-8.00	0.00	1.00	100.00%	1.00	1.00	100.00%
6	Anne Angeles	3.0	0.0	0.0	3.00	3.00	1.00	100.00%	1.00	1.00	100.00%
7	Arsian Ahmad	0.0	0.0	0.0	0.00	0.00	1.00	100.00%	1.00	1.00	100.00%
8	Atique										
9	Betty Kumahor	8.0	0.0	3.0	5.00	8.00	0.63	62.50%	0.63	0.63	70.36%
10	Brandon Campbell	8.0	6.0	8.0	-6.00	8.00	-0.75	-75.00%	0.00	-0.75	-75.00%
11	Brian McDaniel	6.0	0.0	1.0	5.00	6.00	0.83	83.33%	0.83	0.83	96.67%
12	business@harisreis.co	0.0	0.0	0.0	0.00	0.00	1.00	100.00%	1.00	1.00	100.00%
13	Christine Tagapulot Sa	0.0	0.0	0.0	0.00	0.00	1.00	100.00%	1.00	1.00	100.00%
14	Cielou Guitche	2.0	1.0	1.0	0.00	2.00	0.00	0.00%	0.50	0.00	0.00%
15	Cristian Pinto	6.0	0.0	1.0	5.00	6.00	0.83	83.33%	0.83	0.83	86.00%
16	Delphine C	0.0	0.0	0.0	0.00	0.00	1.00	100.00%	1.00	1.00	100.00%
17	Devika Gupta	0.0	0.0	0.0	0.00	0.00	1.00	100.00%	1.00	1.00	100.00%
18	Diana Mazzitelli	4.0	0.0	0.0	4.00	4.00	1.00	100.00%	1.00	1.00	100.00%
19	Divyesh Patel	7.0	0.0	0.0	7.00	7.00	1.00	100.00%	1.00	1.00	79.56%
20	Emerita	77.0	7.0	9.0	61.00	77.00	0.79	79.22%	0.88	0.79	83.54%
21	Gopal Parmar	3.0	0.0	0.0	3.00	3.00	1.00	100.00%	1.00	1.00	100.00%
22	Ifriime Sanchez	0.0	1.0	0.0	-1.00	0.00	1.00	100.00%	1.00	1.00	100.00%

Figure 1.8: TCR Tracker

- Go to the [Reporting](#) → TCR [Manual Calculator Dashboard](#). Click on it. Below screen will be shown.

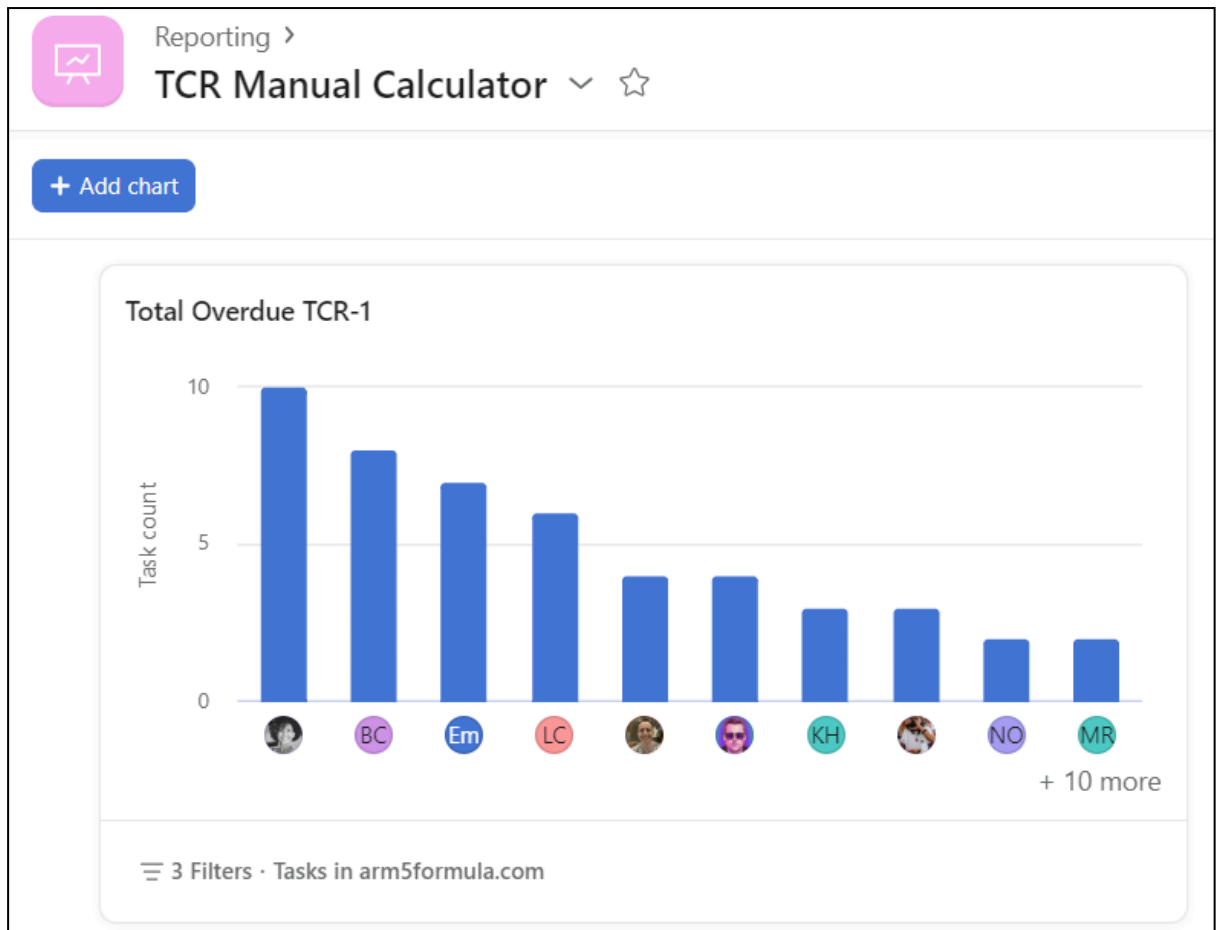


Figure 1.9 TCR Manual Calculator

- Click **+more** → Go to the chart Total Overdue with Last 30 Days TCR-a.

Search results

25+ tasks

Sort: Last modified View: List [Send feedback](#)

#	Task name	Assignee	Due date	Projects	Tags
1	✓ Implement videos block on Banafsha and Shilajit lar · 3	Shafi	Yesterday	Shark Team	
2	✓ Maintain TCR Tracker > Week 20	Betty Kumah...	May 17	ARM5 Ops	
3	✓ Create a Sample pages for Try Them All and Deep S · 13	Milos Ristic	May 17	ALL... Klo... Ma... Sh...	
4	✓ Monthly Reports- Ongoing	Mariela Casti...	May 17	ARM5 Operations	
5	✓ Remove from webinar confirmation page	Pablo Leopol...	May 17	Investor Funnel	
6	✓ EOFIRE Guests Campaign	Brian McDan...	May 17	Investor Funnel	
7	✓ TOP 50 - Financial Experts · 2	Emerita	May 17	Investor Funnel	
8	✓ Create a ZNite Tape product page · 27	Milos Ristic	May 16	ALL... Klo... Ma... Sh...	
9	✓ Watch LinkedIn and Apollo (Email) replies and lead to bc	Mariela Casti...	May 17		
10	✓ Watch LinkedIn and Apollo (Email) replies and lead to bc	Mariela Casti...	May 17		
11	✓ Watch LinkedIn and Apollo (Email) replies and lead to bc	Mariela Casti...	May 17		
12	✓ Watch LinkedIn and Apollo (Email) replies and lead to bc	Mariela Casti...	May 17		
13	✓ Watch LinkedIn and Apollo (Email) replies and lead to bc	Mariela Casti...	May 17		
14	✓ 2 times Daily filtering of Emails	Mariela Casti...	May 17	Executive Assistant Task Board	

Figure 1.10: OverdueTasks View

- Left side of the screen, click on **Sort as Assignee**. The list view will be shown in the below Figure. Alex has 8 unscheduled tasks.

Search results ▼
25+ tasks

Sort: Assignee View: List Send feedback

#	Task name	Assignee	Due date	Projects	Tags
BK Betty Kumahor					
1	✓ Maintain TCR Tracker > Week 20	BK Betty Kumah...	May 17	ARM5 Ops	
2	✓ Set up Acquisitions Director Job Post and facilit. 1 1 3	BK Betty Kumah...	May 8	ARM5 Operations	
3	✓ Provide ARM5 Operations Report < Executive Meeting Wi	BK Betty Kumah...	May 2		
BC Brandon Campbell					
1	✓ Turn in Brand Review content to Investor Relations < Cre	BC Brandon Ca...	May 13		
2	✓ Turn in Brand Review content to Investor Relations < Cre	BC Brandon Ca...	May 13		
3	✓ Turn in Brand Review content to Investor Relations < Cre	BC Brandon Ca...	May 13		
4	✓ Turn in Brand Review content to Investor Relations < Cre	BC Brandon Ca...	May 13		
5	✓ Turn in Brand Review content to Investor Relations < Cre	BC Brandon Ca...	May 13		
6	✓ Turn in Brand Review content to Investor Relations < Cre	BC Brandon Ca...	May 13		
7	✓ Brandon Campbell's Monthly Brand Projections < Create	BC Brandon Ca...	May 1		
8	✓ Brandon Campbell's Monthly Brand Projections < Create	BC Brandon Ca...	May 1		

Figure 1.11: Overdue Tasks Sort as Assignee

- Betty has 3 Overdue tasks and is added to the TCR tracker in **Overdue Column**. This step will be repeated for all the employees.

TCR tracker

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	A	AMS	AMT	AMU	AMV	AMW	AMX	AMY	AMZ	ANA	ANB
1	DATE -->	18/5/2028									
2	ASSIGNEE	Due	Unschedu	Overdue	TCR Nur	TCR Dend	TCR-1 %	TCR %	TCR #2	TCR #3	Average TCR (Last 5 Days)
3	Abigail Cares Ibiza	0.0	0.0	0.0	0.00	0.00	1.00	100.00%	1.00	1.00	100.00%
4	adam.mioceovich@gmail										
5	Alex Pinkham	0.0	8.0	0.0	-8.00	0.00	1.00	100.00%	1.00	1.00	100.00%
6	Anne Angeles	3.0	0.0	0.0	3.00	3.00	1.00	100.00%	1.00	1.00	100.00%
7	Arslan Ahmad	0.0	0.0	0.0	0.00	0.00	1.00	100.00%	1.00	1.00	100.00%
8	Atique										
9	Betty Kumahor	8.0	0.0	3.0	5.00	8.00	0.63	62.50%	0.63	0.63	70.36%
10	Brandon Campbell	8.0	6.0	8.0	-6.00	8.00	-0.75	-75.00%	0.00	-0.75	-75.00%
11	Brian McDaniel	6.0	0.0	1.0	5.00	6.00	0.83	83.33%	0.83	0.83	96.67%
12	business@harisreis.co	0.0	0.0	0.0	0.00	0.00	1.00	100.00%	1.00	1.00	100.00%
13	Christine Tagapulot Sa	0.0	0.0	0.0	0.00	0.00	1.00	100.00%	1.00	1.00	100.00%
14	Cielou Guitche	2.0	1.0	1.0	0.00	2.00	0.00	0.00%	0.50	0.00	0.00%
15	Cristian Pinto	6.0	0.0	1.0	5.00	6.00	0.83	83.33%	0.83	0.83	86.00%
16	Delphine C	0.0	0.0	0.0	0.00	0.00	1.00	100.00%	1.00	1.00	100.00%
17	Devika Gupta	0.0	0.0	0.0	0.00	0.00	1.00	100.00%	1.00	1.00	100.00%
18	Diana Mazzitelli	4.0	0.0	0.0	4.00	4.00	1.00	100.00%	1.00	1.00	100.00%
19	Divyesh Patel	7.0	0.0	0.0	7.00	7.00	1.00	100.00%	1.00	1.00	79.56%
20	Emerita	77.0	7.0	9.0	61.00	77.00	0.79	79.22%	0.88	0.79	83.54%
21	Gopal Parmar	3.0	0.0	0.0	3.00	3.00	1.00	100.00%	1.00	1.00	100.00%
22	Ifri Sanchez	0.0	1.0	0.0	-1.00	0.00	1.00	100.00%	1.00	1.00	100.00%

Figure 1.12: TCR Tracker

- Fill in the corresponding task for each person [TCR Tracker project](#) and add due unschedule and overdue tasks and all that information will be fetched from [Manual Calculator Dashboard](#).
- As you will fill these values, the TCR calculated, TCR calculated#2 and TCR calculated#3 will automatically be filled as formulas are given in [TCR Tracker](#).

TCR tracker ☆ ☁

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	A	ANC	AND	ANE	ANF	ANG	ANH	ANI	ANJ	ANK	ANL	
1	DATE -->	19/5/2029										
2	ASSIGNEE	% Due	Unsched	Overdue	TCR Num	TCR Der	TCR-1 %	TCR %	TCR #2	TCR #3	Average TCR (Last 5 Days)	
3	Abigail Cares Ibiza	%	0.00	0.00	0.00	0.00	0.00	1.00	100.00%	1.00	1.00	100.00%
4	adam.mioceovich@gmail	%										
5	Alex Pinkham	%	0.00	8.00	0.00	-8.00	0.00	1.00	100.00%	1.00	1.00	100.00%
6	Anne Angeles	%	3.00	0.00	0.00	3.00	3.00	1.00	100.00%	1.00	1.00	100.00%
7	Arslan Ahmad	%	0.00	0.00	0.00	0.00	0.00	1.00	100.00%	1.00	1.00	100.00%
8	Atique	%										
9	Betty Kumahor	%	8.00	0.00	3.00	5.00	8.00	0.63	62.50%	0.63	0.63	68.57%
10	Brandon Campbell	%	8.00	6.00	8.00	-6.00	8.00	-0.75	-75.00%	0.00	-0.75	-75.00%
11	Brian McDaniel	%	5.00	0.00	1.00	4.00	5.00	0.80	80.00%	0.80	0.80	92.67%
12	business@harisreis.co	%	0.00	0.00	0.00	0.00	0.00	1.00	100.00%	1.00	1.00	100.00%
13	Christine Tagapulot Sa	%	0.00	0.00	0.00	0.00	0.00	1.00	100.00%	1.00	1.00	100.00%
14	Cielou Guitche	%	2.00	1.00	1.00	0.00	2.00	0.00	0.00%	0.50	0.00	0.00%
15	Cristian Pinto	%	6.00	0.00	1.00	5.00	6.00	0.83	83.33%	0.83	0.83	86.67%
16	Delphine C	%	0.00	0.00	0.00	0.00	0.00	1.00	100.00%	1.00	1.00	100.00%
17	Devika Gupta	%	0.00	0.00	0.00	0.00	0.00	1.00	100.00%	1.00	1.00	100.00%
18	Diana Mazzitelli	%	0.00	0.00	0.00	0.00	0.00	1.00	100.00%	1.00	1.00	100.00%
19	Divyesh Patel	%	7.00	0.00	0.00	7.00	7.00	1.00	100.00%	1.00	1.00	85.56%
20	Emerita	%	77.00	7.00	9.00	61.00	77.00	0.79	79.22%	0.88	0.79	81.74%
21	Gopal Parmar	%	4.00	0.00	0.00	4.00	4.00	1.00	100.00%	1.00	1.00	100.00%
22	Ifri Sanchez	%	0.00	1.00	0.00	-1.00	0.00	1.00	100.00%	1.00	1.00	100.00%

+ ≡ WITH TCR-a TCR UNSCHEDULED OVERDUE DUE TCR GRAPHS Product

Figure 1.13: TCR Tracker

- Check the TCR calculated value, convert that into percentage and fill the TCR automated column. Formula details are given in the TCR Tracker.
- After entering employee information and the calculated average TCR for the last 5 days, use the "Scale Average TCR (Last 5 Days)" field.

17/5/2027									
Due	Unsched	Overdue	TCR Num	TCR Den	TCR-1 %	TCR %	TCR #2	TCR #3	Average TCR (Last 5 Days)
0.0	22.0	0.0	-22.00	0.00	1.00	100.00%	1.00	1.00	100.00%
623.0	83.0	54.0	486.00	623.00	0.78	78.01%	0.91	0.78	75.36%

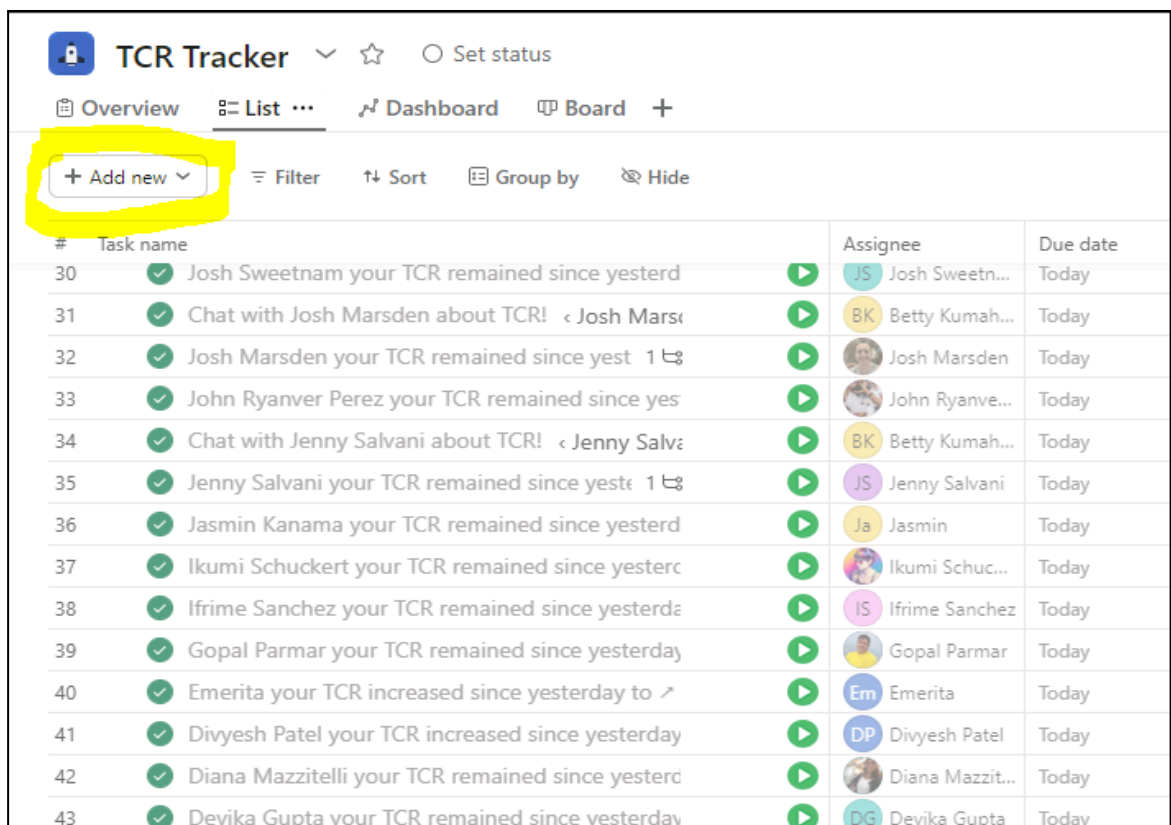
- Completing TCR Tracker Records: When filling out an employee's TCR tracker record in Asana

In the TCR Tracker Project

1. Make one task for each one of the assignees. This has to be done just for first time, moving forward each assignee task can be duplicated in the TCR Tracker project.

2. Each task should be:


- Marked as completed
- Set On-time marker as Not applicable
- Each task should be assigned to the same person. (i.e. if the task is for Betty, then assign the task to Betty as well)
- Due date of the task should be set to the same day. (if you are updating it for 14 November, then the due date will be 14th November)


3. Create a Task in [TCR Tracker](#) type project in Asana





#	Task name	Assignee	Due date
30	✓ Josh Sweetnam your TCR remained since yesterd	JS Josh Sweetn...	Today
31	✓ Chat with Josh Marsden about TCR! < Josh Mars	BK Betty Kumah...	Today
32	✓ Josh Marsden your TCR remained since yest 1 h	Josh Marsden	Today
33	✓ John Ryanver Perez your TCR remained since yes	John Ryanve...	Today
34	✓ Chat with Jenny Salvani about TCR! < Jenny Salv	BK Betty Kumah...	Today
35	✓ Jenny Salvani your TCR remained since yest 1 h	JS Jenny Salvani	Today
36	✓ Jasmin Kanama your TCR remained since yesterd	Ja Jasmin	Today
37	✓ Ikumi Schuckert your TCR remained since yesterd	Ikumi Schuc...	Today
38	✓ Ifrime Sanchez your TCR remained since yesterd	IS Ifrime Sanchez	Today
39	✓ Gopal Parmar your TCR remained since yesterday	Gopal Parmar	Today
40	✓ Emerita your TCR increased since yesterday to ↗	Em Emerita	Today
41	✓ Divyesh Patel your TCR increased since yesterday	DP Divyesh Patel	Today
42	✓ Diana Mazzitelli your TCR remained since yesterd	Diana Mazzit...	Today
43	✓ Devika Gupta your TCR remained since yesterday	DG Devika Gupta	Today



Figure 1.14: Asana TCR Tracker




- Add task description as high level status of the employee performance as mentioned in Figure 1.15.
- Fill the due,unscheduled, overdue, TCR Num, TCR,Den,due date, marker, Average TCR fields with the information that is calculated in [TCR Tracker](#).

Betty Kumahor your TCR increased since yesterday to  75%

 Disconnected

Assignee  Betty Kumahor  Inbox 

Due date  Today 

Projects  TCR Tracker Untitled section  

Add to projects

Dependencies Add dependencies

# TCR Numerator	6
# TCR Denominator	8












Figure 1.15: Task

- Add Average TCR if its lower than 50% than Need Coaching value will be automatically “Yes” and subtasks will be created

 Kevin Hill your TCR increased since yes...       

# TCR-1 . Total Ove...	3
fx TCR-1 > Formula	0.09
fx TCR-0 . TCR w/o ...	0.73
fx TCR-1 (* 100) Un...	63.64
% Average TCR (Las...	-6%
☑ Scale Average TC...	Less than 0%
☑ Needs Coaching	Yes
fx sub-task-text	-6

[Hide custom fields](#)

Figure 1.16: Asana Task

TCR Tracker

Kevin Hill your TCR increased since yesterday ↗ 9% >

Chat with Kevin Hill about TCR!

Disconnected

Assignee

BK

Betty Kumahor

×

Closed ▾

Due date

📅

Today

×

Projects

TCR Tracker

Untitled section ▾

×

Dependencies

Add dependencies

TCR Numerator

—

TCR Denominator

—

Figure 1.17: Asana Sub-Task

- If the average TCR over the last 5 days falls below 50%, an Asana rule will automatically generate a subtask within the employee record. This subtask will be named "Chat with [Employee Name] about TCR" and assigned to Betty for follow-up with the employee.[As mentioned above]
- Update Dashboard located in Reporting "[ARM5 Performance Report](#)" In this location there are charts that need to be updated daily [Avg TCR, TCR by Individual].
- Set the current dates of Avg TCR, TCR by Individual and click on save button to complete the daily maintenance process.

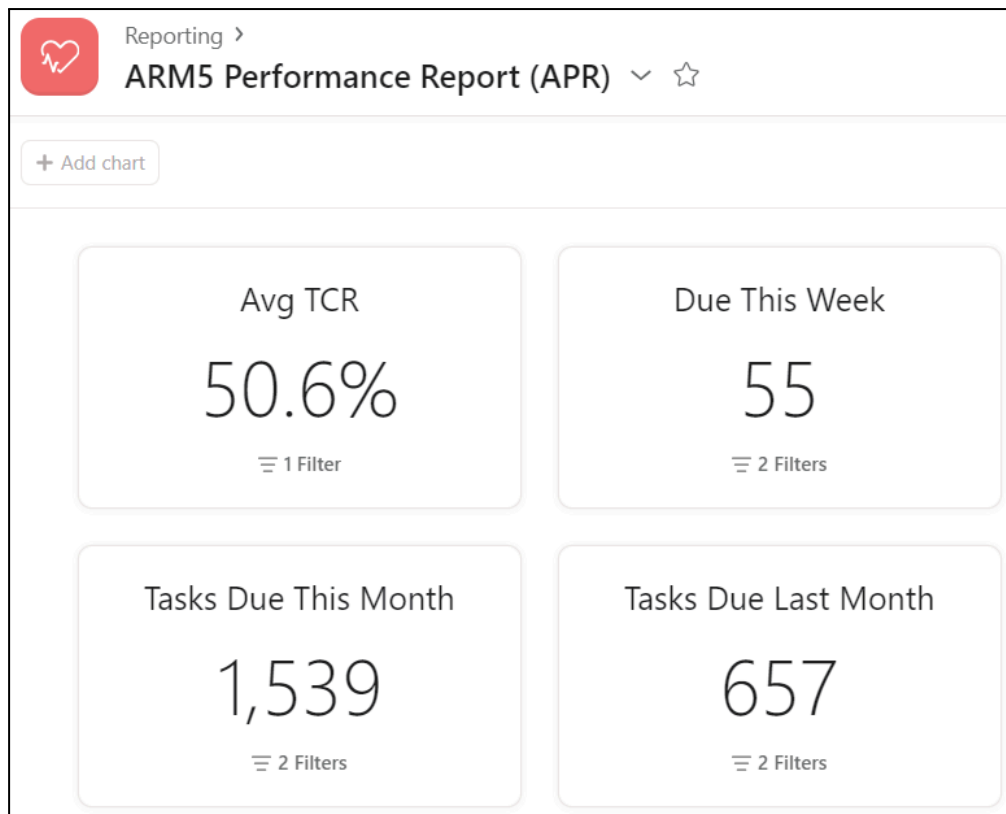


Figure 1.18: ARM5 Performance Report

- In **Avg TCR graph**, the due date range that needs to be updated everyday.

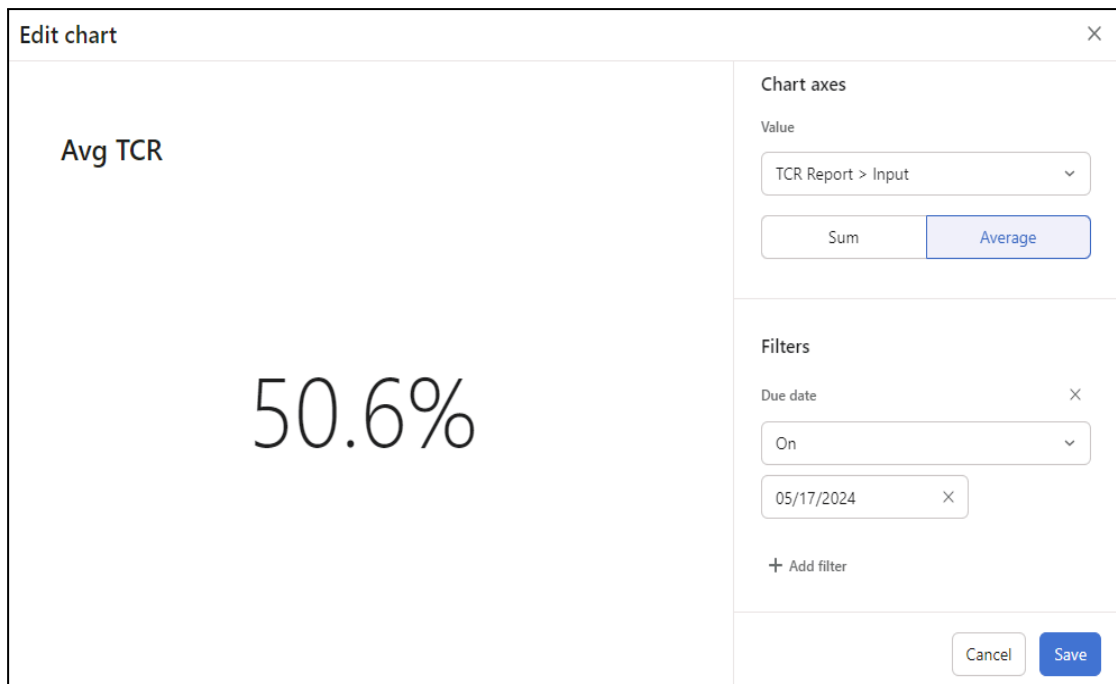


Figure 1.19: Avg TCR

- In **TCR by Individual** graph, due date range that needs to be updated everyday. Click on Filter.

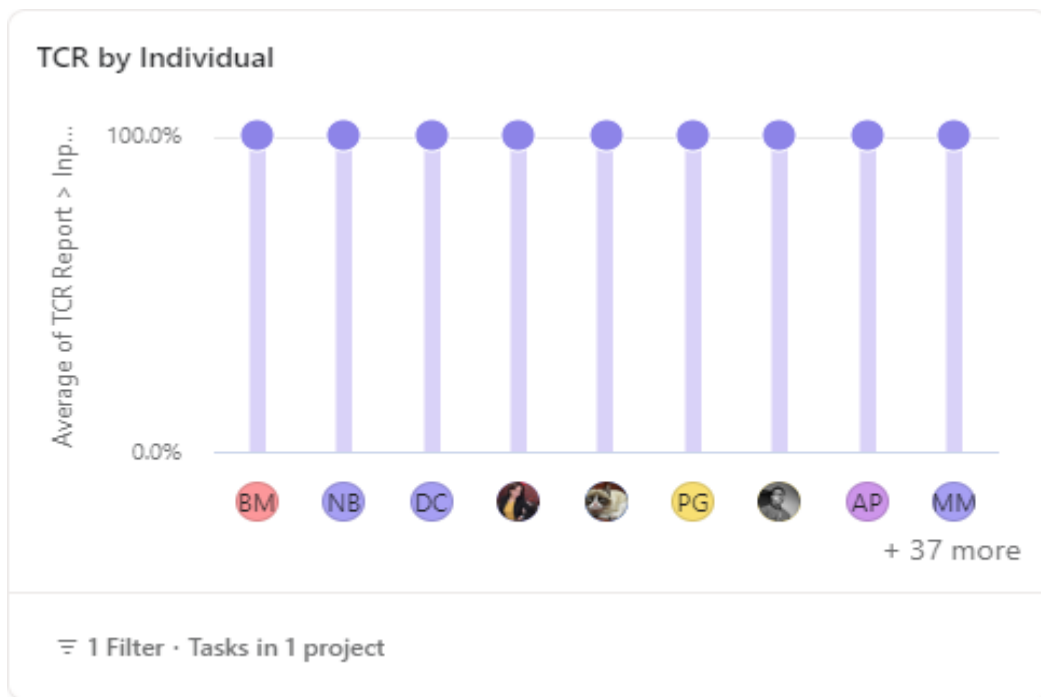


Figure 1.20: TCR by Individual

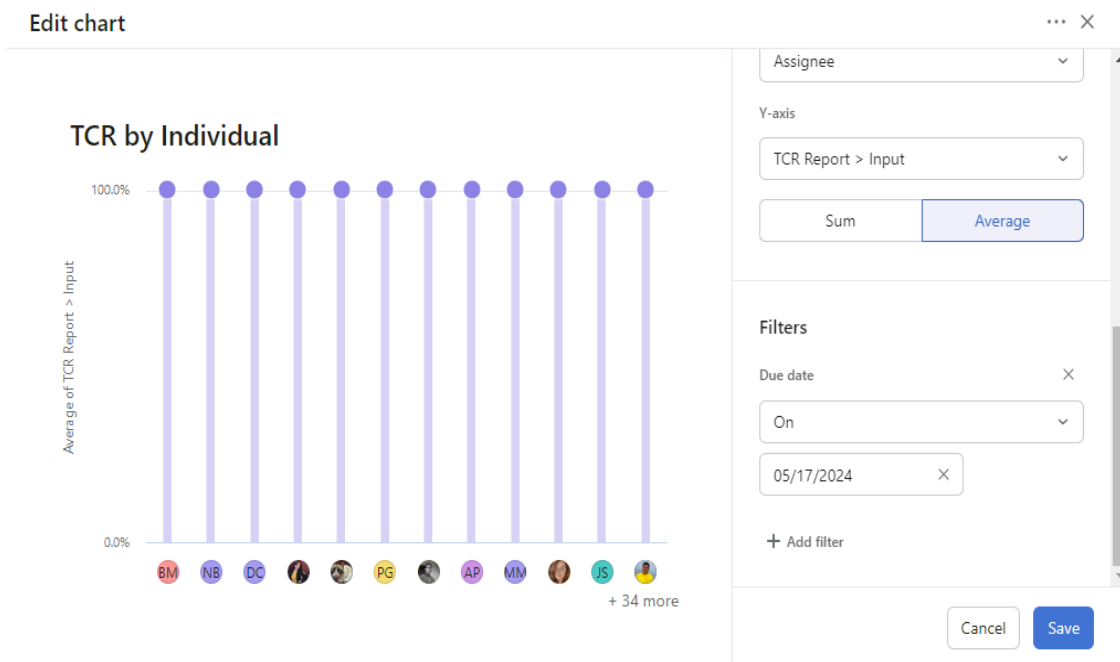


Figure 1.21: TCR by Individual

- Maintain accurate records for each employee
- Ensure all documents TCR Tracker, TCR Project, and ARM5 Reporting Dashboard are filed correctly for each employee
- Monitor and report any discrepancies



In Dashboard located in Reporting "[ARM5 Performance Report](#)" there are charts that needs to be updated daily, weekly or monthly:

1. Daily: Avg TCR, TCR by Individual
2. Weekly (monday to Sunday): Due this Week, Upcoming Tasks this week by timeliness, Upcoming Tasks this week by project
3. Monthly (from 1 to 30 or 31): Tasks Due This Month, Tasks Due Last Month, Incomplete Tasks due this month by project, Completed Tasks last month by project, Completed Tasks last month by assignee

Check list on Daily TCR Tracker

The following is a suggested **checklist** as a guide to the daily load of the TCR.

1. Daily numerical data were obtained for each employee for the number of tasks with due dates, unscheduled, and overdue.
2. The numerical data obtained before corresponding to each employee was loaded into the [Google Sheet](#) in the WITH TCR-a sheet for each day. The Google sheet helps you to check any manual transcription or calculation errors in the TCR tracker.
3. The daily tasks were created for each employee corresponding to the day in the [TCR Tracker](#).
4. The numerical data obtained before was loaded in the TCR tracker with a corresponding comment on each task employee's daily variation in their TCR result. Comments on each employee's task, we have them pre-defined as:
 - i. <Employee Name> your TCR remained since yesterday in ➡ XX%

- ii. <Employee Name> your TCR increased since yesterday to  XX%, and now is between 70% and 80%. Good job. Keep it up.
 - iii. <Employee Name> your TCR went to  XX% and you are now below XX%.
5. Checked that in the task of each employee, the value calculated by the TCR formula corresponds and manually loaded in the custom field "*% TCR Report > Input*" the correct value for the TCR of the employee's day. For cases where the denominator equals zero, then the TCR is manually assigned with 100% in this custom field.

2.2 Customer Service and Support

2.2.1 Manage operations

Managing operations involves overseeing, designing, and controlling the process of production and redesigning business operations in the production. Effective operations management is crucial for optimising efficiency, reducing costs, ensuring quality, and achieving organisational goals. Here are key aspects and strategies for managing operations:

- Assist and guide employees if they are below 50%
- Update and maintain Daily ARM5 Performance Dashboard
- Answer to employees messages over slack in case of issue
- Schedule appointments and update the calendar.

2.2.2 Handle employee's inquiries and complaints

- Address any issues promptly and professionally.

Effective operations management requires a combination of strategic planning, efficient process design, and continuous improvement efforts. By focusing on these key areas and implementing proven strategies, organisations can achieve operational excellence and drive long-term success.

2.3 TCR Maintenance

Maintaining a high Task Completion Rate (TCR) is essential for ensuring productivity and efficiency in any organisation. Here's how you can effectively maintain and improve TCR:

- Perform a walkthrough of the employee's productivity performance below 50% and take corrective action
- Ensure that employees are improving their productivity and maintaining their TCR above 50%
- Ensure that employees are reducing their overdue and unscheduled tasks to improve productivity

2.3.1 Key Performance Indicators (KPIs)

Key Performance Indicators (KPIs) are used to measure the task completion rate and identify bottlenecks. Here's is the list of KPIs of TCR Maintenance Process:

- Total Due, Unscheduled and Overdue Tasks
- TCR Numerator and TCR Denominator
- TCR %
- Scale Average TCR
 - i. Less Than 0%
 - ii. Between 0.1 and 50%
 - iii. Between 50.01 and 80%
 - iv. Greater Than 80%

2.4 Monitoring and Assessment

Monitoring is performed by using a [Marker board](#) and [ARM5 Performance Report](#).

2.4.1 Marker Board

The marker board provides a visual representation of the status of various Rescheduled, Unscheduled and Overdue tasks as shown in below figure. Specifically, it highlights

rescheduled, unscheduled, and overdue tasks, enabling team members to quickly assess priorities and address potential issues.

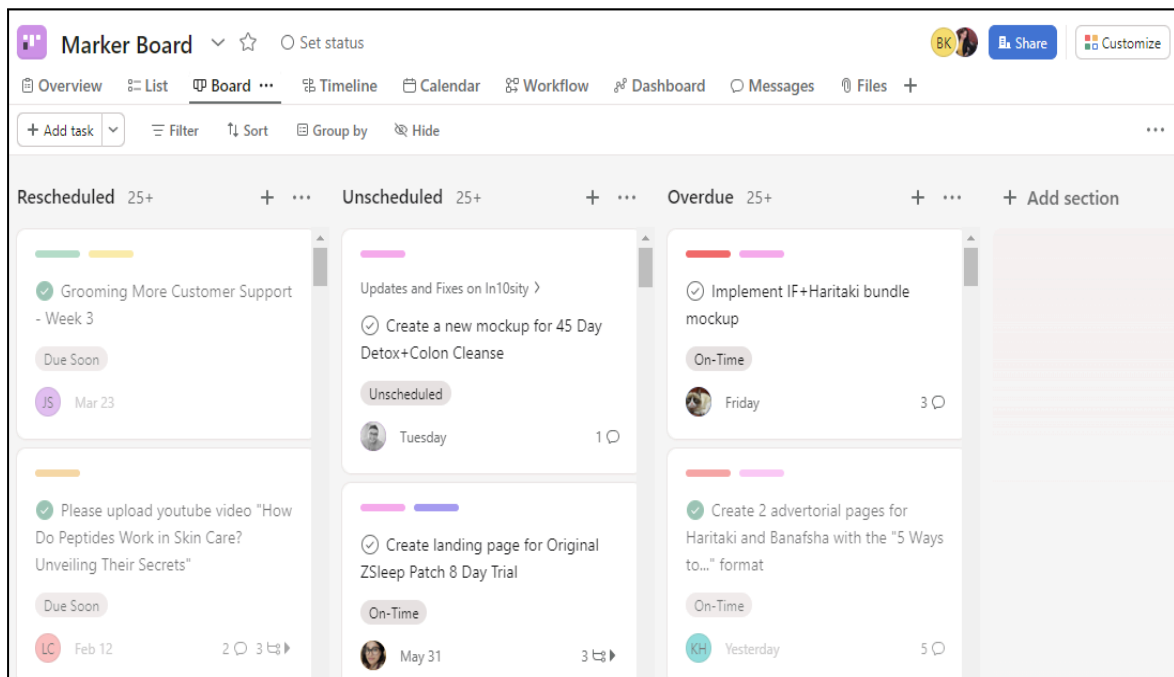


Figure 2.0: Marker Board

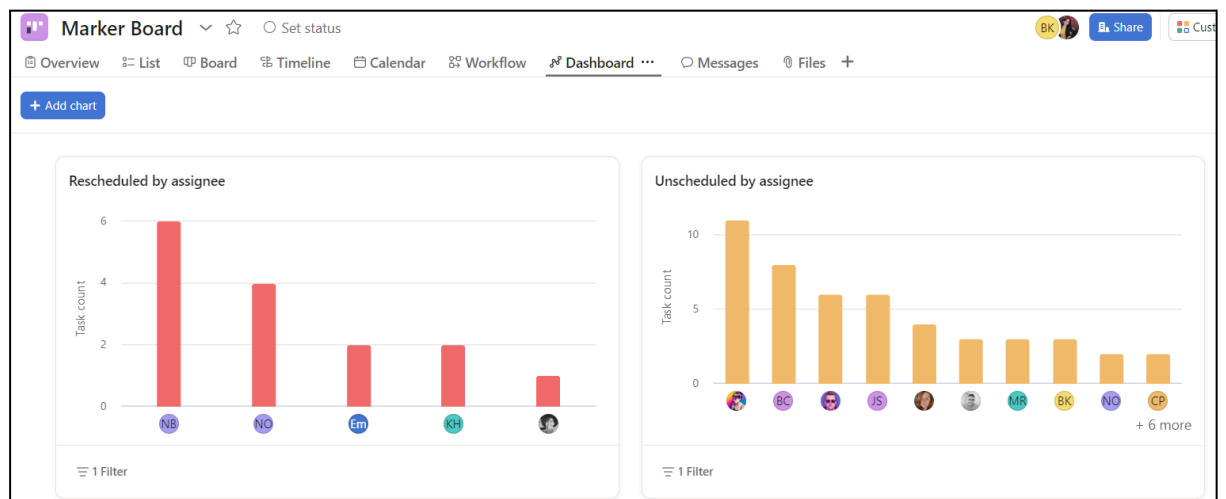


Figure 2.1: Marker Board Dashboard

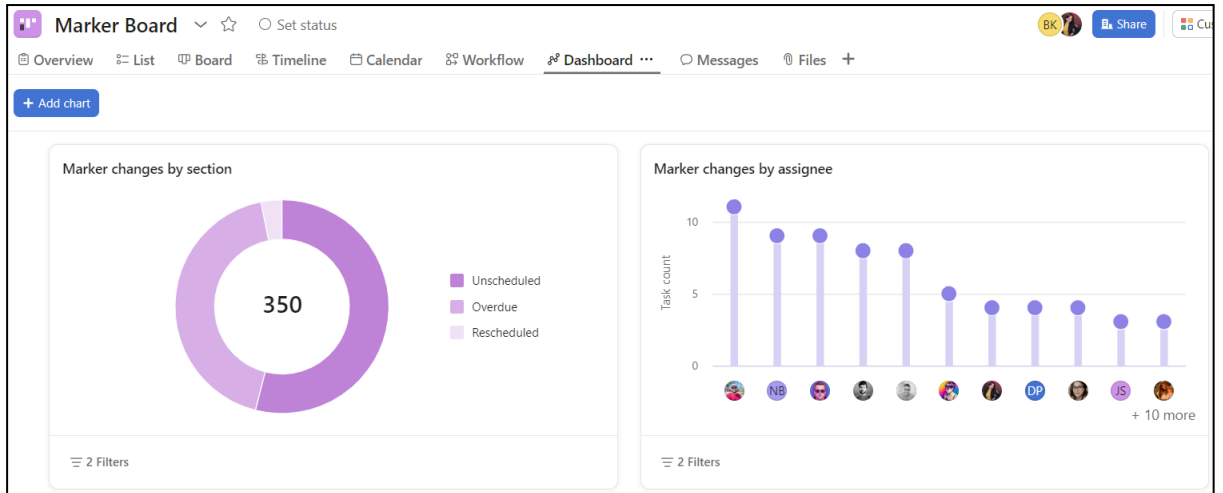


Figure 2.2: Marker Board Dashboard

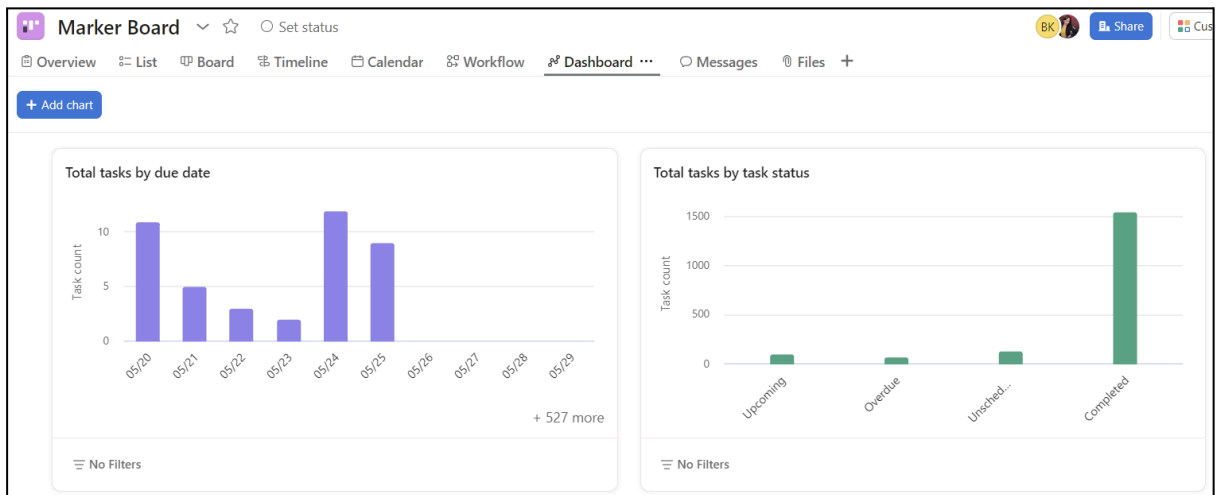


Figure 2.3: Marker Board Dashboard

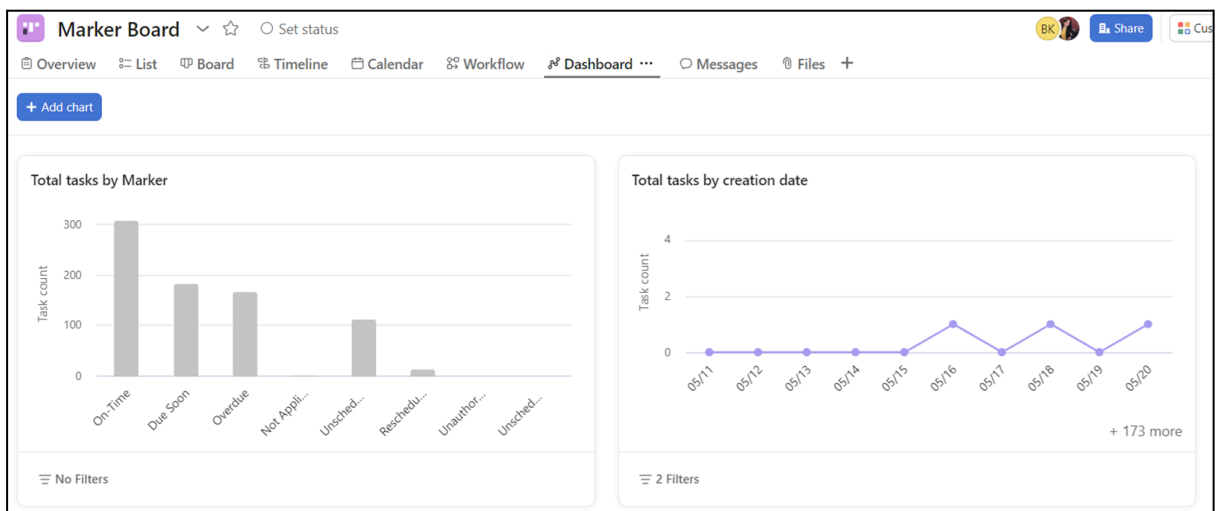


Figure 2.4: Marker Board Dashboard

Here is a detailed guide on how to interpret and utilise this information effectively.

1. Rescheduled Tasks

Rescheduled tasks are those that have had their deadlines moved to a later date. This could be due to various reasons, such as resource constraints, changes in project scope, or unforeseen delays.

2. Unscheduled Tasks

Unscheduled tasks are those that have not yet been assigned a specific due date. These tasks may be in the planning phase or awaiting further information before they can be scheduled.

3. Overdue Tasks

Overdue tasks are those that have not been completed by their original due date. These tasks require immediate attention to avoid further delays and potential impacts on the project.

The following the benefits by using the Marker Board Effectively:

1. Regular Updates

Ensure the marker board is updated regularly to reflect the most current status of tasks. This helps in maintaining an accurate overview of the project and enables timely interventions.

2. Team Communication

Use the marker board as a communication tool during team meetings and stand-ups. Discuss the status of rescheduled, unscheduled, and overdue tasks, and collaborate on solutions to address any issues.

3. Documentation

Keep detailed documentation of any changes to task statuses. This includes reasons for rescheduling, the prioritisation of unscheduled tasks, and action plans for overdue tasks. Documentation helps in maintaining a clear project history and provides valuable insights for future planning.

4. Prioritization and Reallocation

Based on the information from the marker board, prioritise tasks that need immediate attention and reallocate resources as necessary. Focus on completing overdue tasks and scheduling unscheduled tasks to keep the project on track.

5. Monitoring Progress

Regularly monitor the progress of tasks, especially those that have been rescheduled or are overdue. Implementing progress tracking tools and setting milestones can help in keeping the project on schedule.

6. Continuous Improvement

Use the insights gained from the marker board to continuously improve task management processes. Identify recurring issues that lead to rescheduling or overdue tasks and address these through process improvements, better resource allocation, and more accurate scheduling practices.

By effectively using the marker board to manage rescheduled, unscheduled, and overdue tasks, teams can maintain better control over their projects, improve communication, and enhance overall productivity.

2.4.1.1 Monitoring tasks on a Marker Board

In Asana, monitoring tasks on a [Marker Board](#) can be an effective way to visualise and manage tasks. To monitor tasks categorised as Unscheduled, Overdue, and Rescheduled on a Marker Board in Asana, you can follow these steps:

1. Create Custom Sections:

- Create custom sections on the Marker Board to represent each task category (Rescheduled, Unscheduled, Overdue).
- To create a new section, click the "+" icon next to the last section and enter the name of the section (e.g., "Unscheduled").

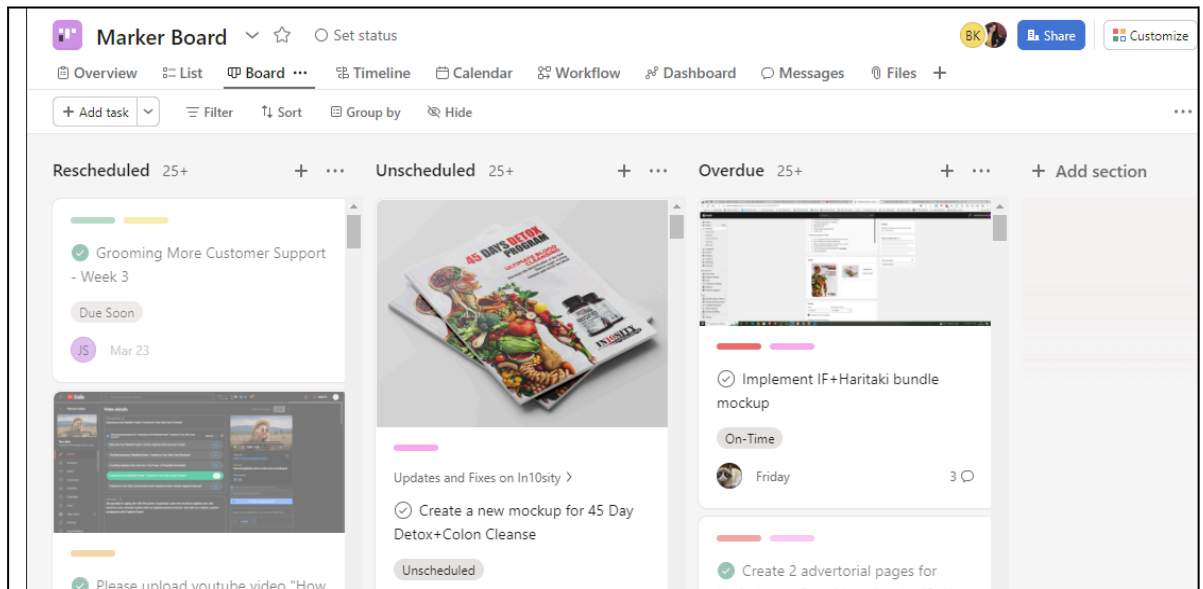


Figure 2.5: Marker Board

2. Organise and Update Tasks:

- Move tasks into the appropriate sections based on their status. When the due date changes or not set, or unclear, or when Marker changes to Rescheduled, the task is added in addition to the Marker Board Project in the corresponding Rescheduled, Unscheduled and Overdue column by automation. Count can be seen on each section Rescheduled 25+, Unscheduled 25+, Overdue 25+ in the below figure.

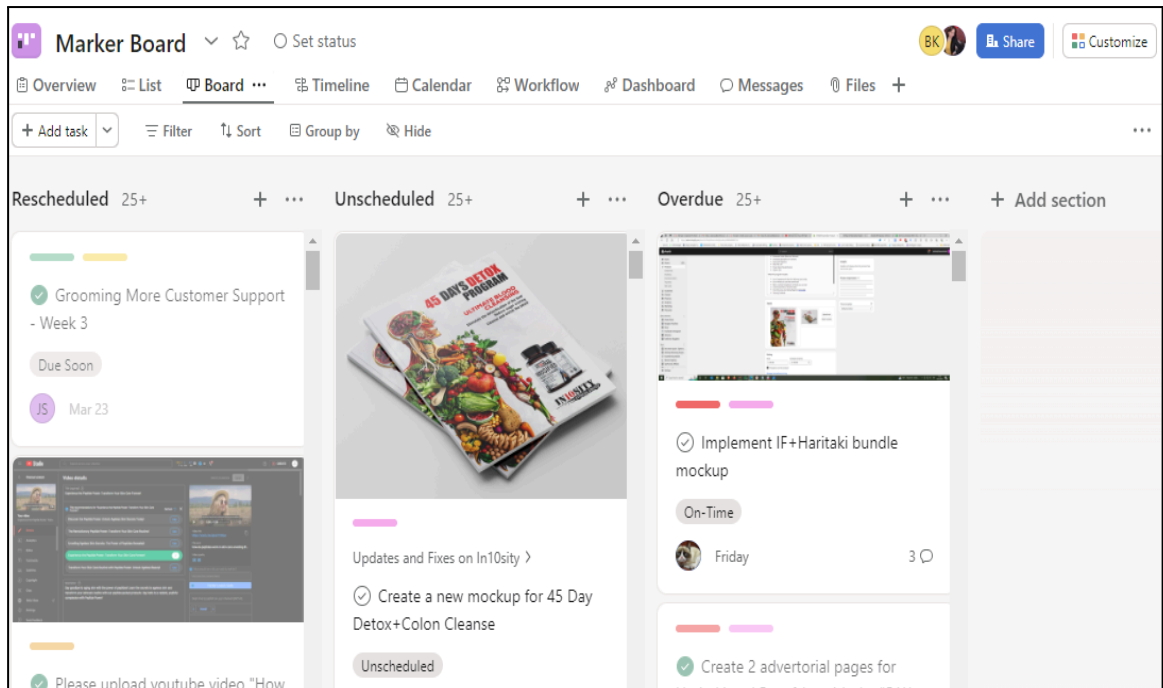


Figure 2.6: Marker Board

3. Use Task Filters:

- Utilise task filters to quickly identify tasks based on their attributes, such as due date or status.
- Click on the filter icon at the top right of the project view and apply filters to show tasks that are unscheduled, overdue, or rescheduled.

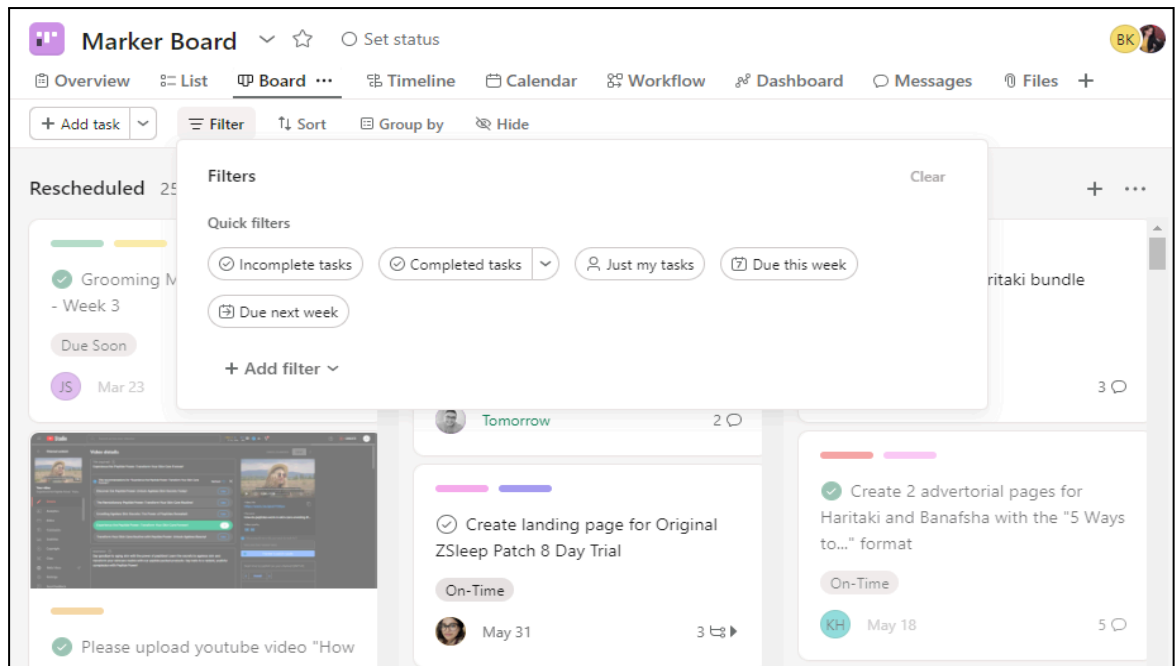


Figure 2.7: Marker Board

4. Monitor and Update Tasks:

- Regularly review tasks count on the Marker Board to monitor their status and progress.

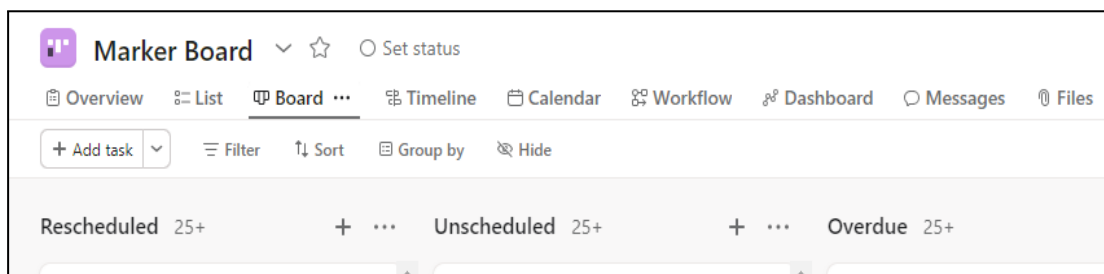


Figure 2.8: Marker Board

- Regularly review Dashboard on the Marker Board to monitor customised graphs.

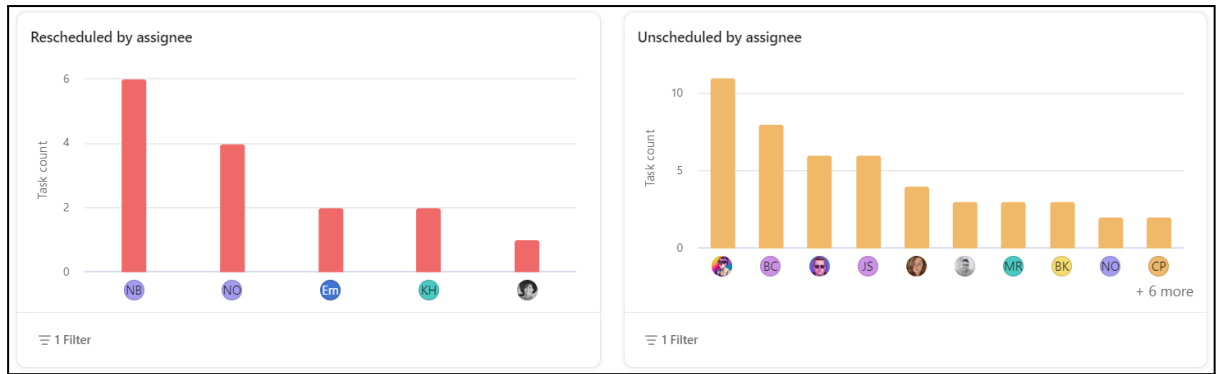


Figure 2.9: Rescheduled and Unscheduled by Assignee Graph

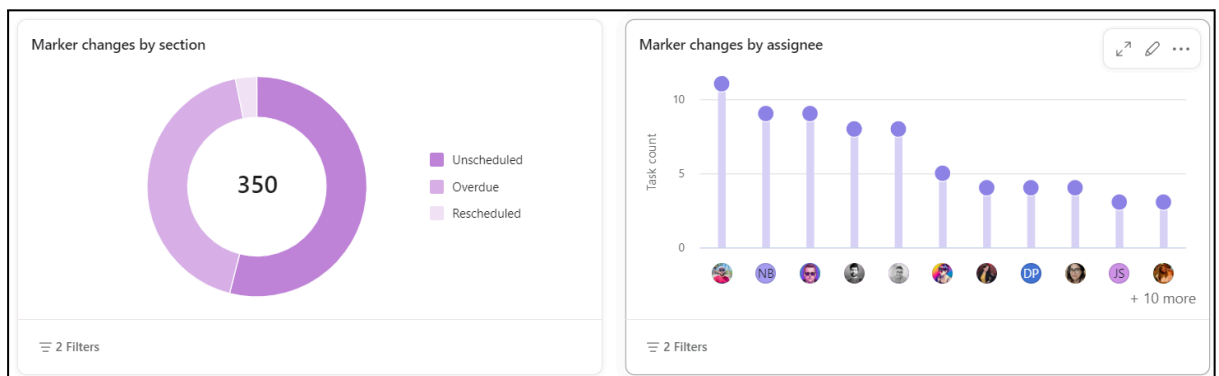


Figure 2.9: Marker Changes by Section/Assignee Graph

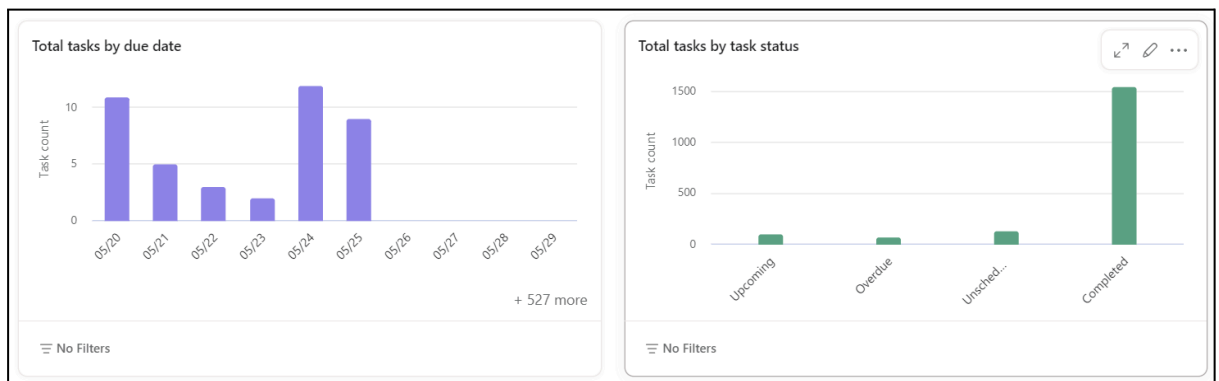


Figure 2.10: Total Tasks by Due Date/Tasks Status Graph

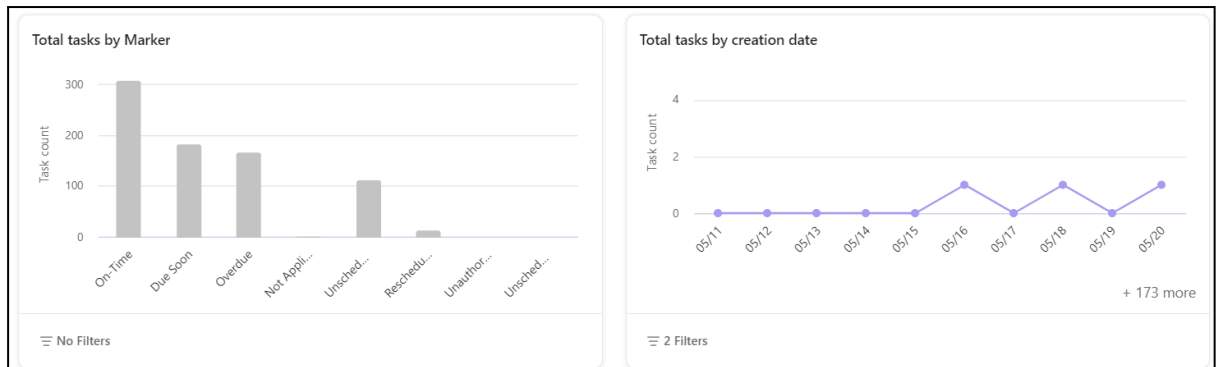


Figure 2.11: Total Tasks by Marker/ Creation Date Graph

5. Collaborate and Communicate:

- Use Asana's commenting feature to communicate with team members about tasks directly within the project.
- Mention team members in comments to bring their attention to specific tasks or updates.

6. Track Task History:

- Review task activity logs to track changes made to tasks over time.
- The activity log provides a detailed history of actions taken on each task.

7. Regular Review and Adjustment:

- Schedule regular reviews of the Marker Board to assess Unscheduled, Rescheduled and Overdue status and make necessary corrective actions.

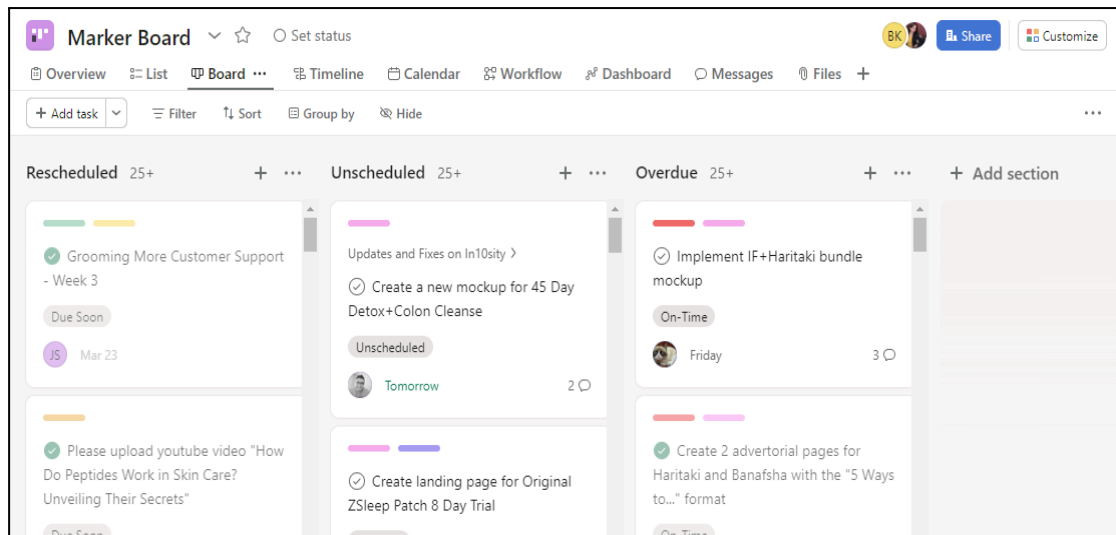


Figure 2.12: Marker Board

- Modify sections or task organisation as needed based on changing priorities or requirements.

By following these steps and utilising Asana's features effectively, monitoring activity can be performed for Rescheduled, Unscheduled, and Overdue on a Marker Board.

2.5 Closing Procedures

Closing procedures are the set of tasks and actions performed at the end of a business day, to ensure that daily operations are concluded smoothly and that necessary preparations are made for the next period. These procedures that include the following steps:

- Ensure all Tasks are mark as completed in Asana

The screenshot shows the 'TCR Tracker' application. At the top, there's a header with a user icon, the title 'TCR Tracker', and a 'Set status' button. Below the header is a navigation bar with tabs: 'Overview' (selected), 'List', 'Dashboard', and 'Board'. A toolbar below the navigation bar includes '+ Add new', 'Filter', 'Sort: 1', 'Group by', and 'Hide'. The main content area displays a table with 5 rows of tasks.

#	Task name
1	Karl your TCR remained since yesterday in [blue box] -1
2	Vin Featherstone your TCR remained since yester
3	Chat with Wayne Sanchez about TCR! < Wayne S
4	Wayne Sanchez your TCR remained since ye 1
5	Shikeb your TCR went to [blue box] 90%

Figure 2.13: TCR Tracker

- Make sure [ARM5 Reporting Dashboard](#) is updated Avg TCR and TCR by Individual

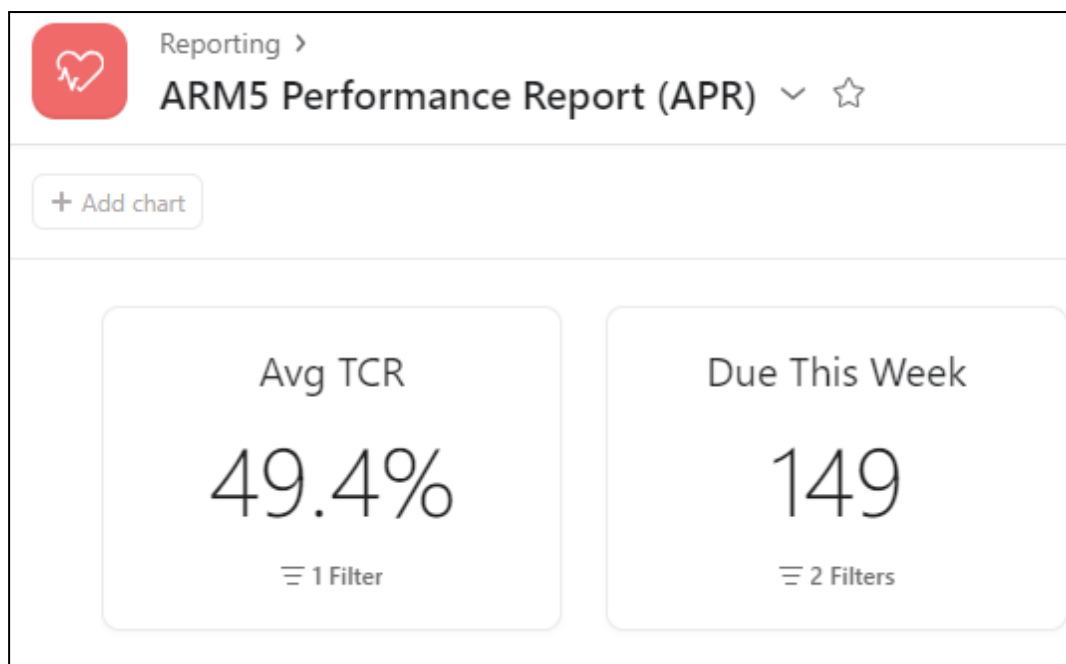


Figure 2.14: Avg TCR

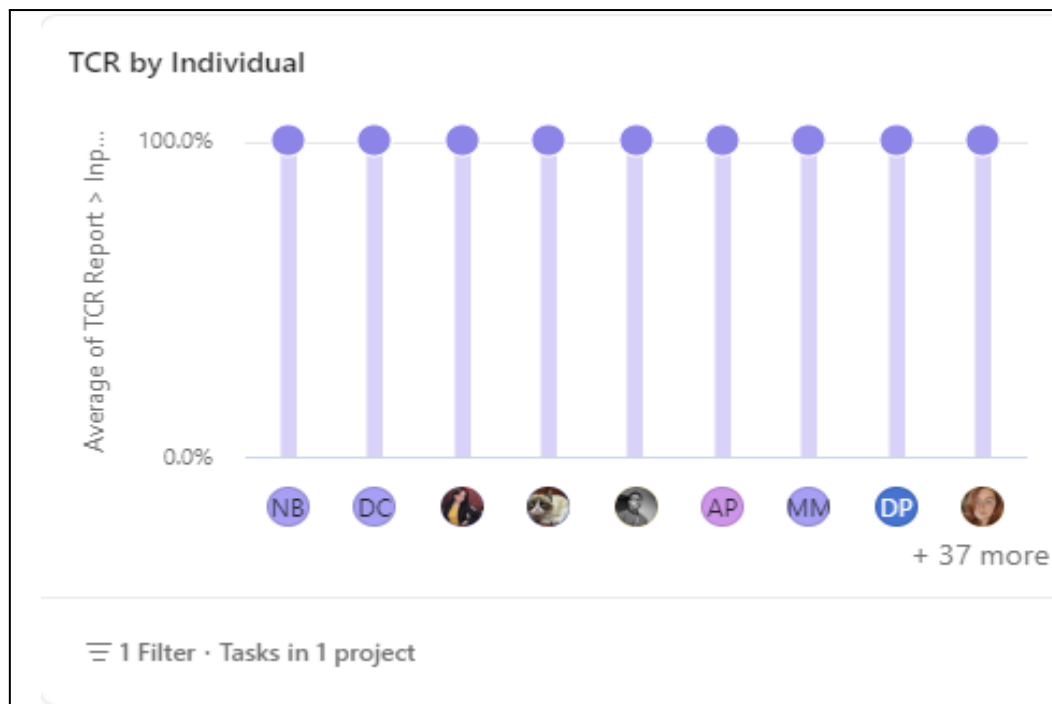


Figure 2.15: Avg TCR

- Review and prepare for the next day
- Communicate and update Employee in case of changes

3. Weekly Tasks

Managing weekly tasks effectively is essential for maintaining progress towards long-term goals and ensuring smooth operations. This section outlines graphs that are required to update in weekly tasks within a two-hour timeframe.

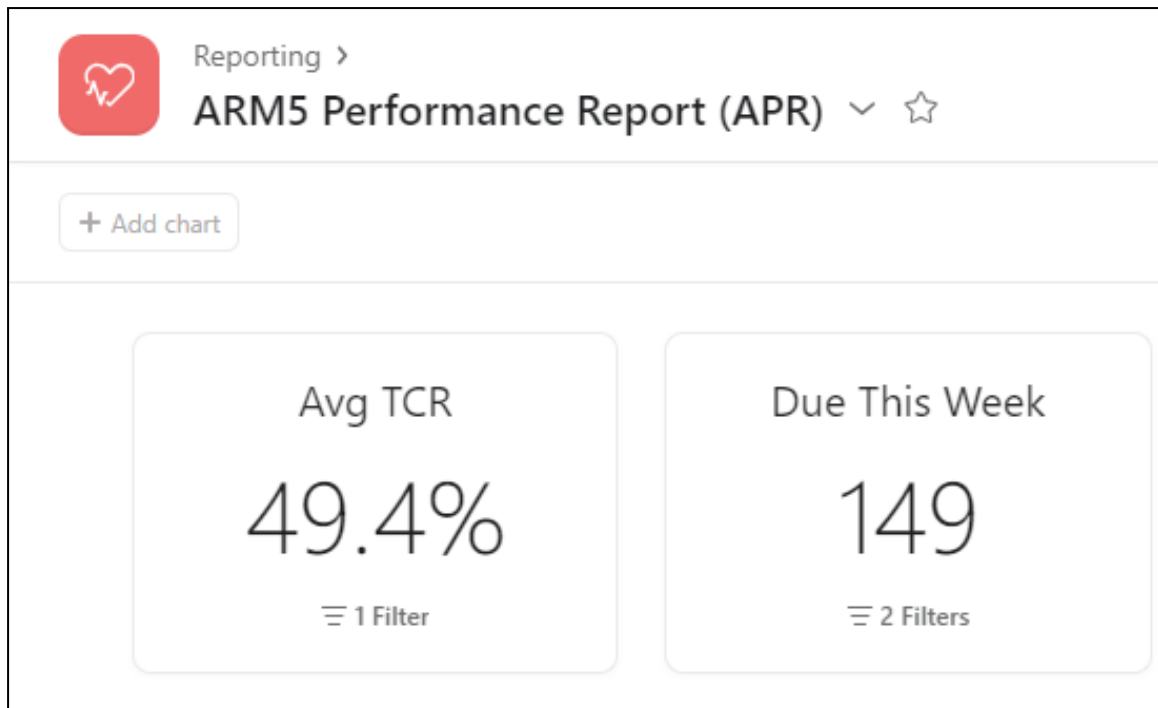


Figure 3.0: Due This Week

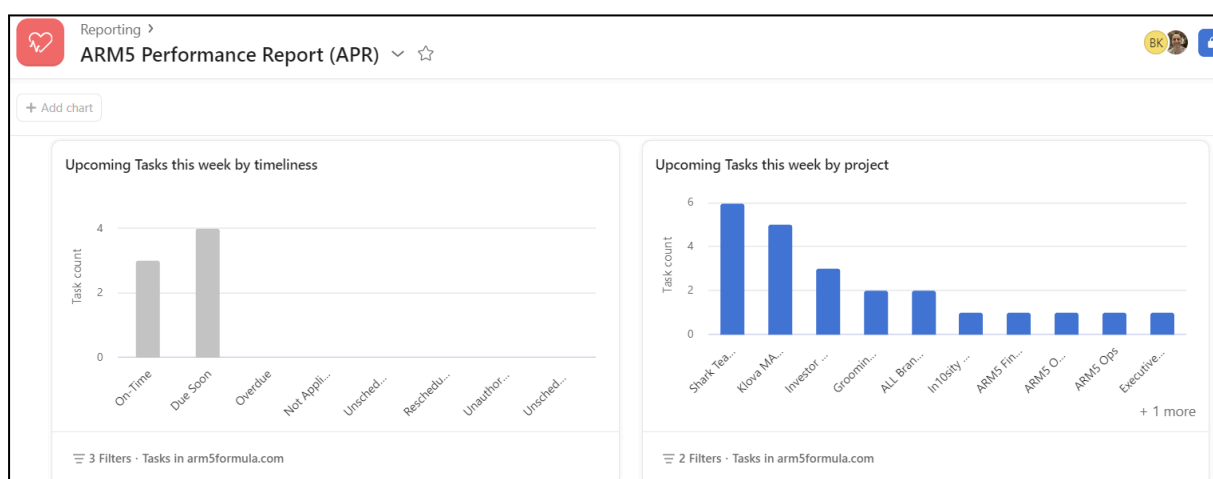


Figure 3.1: Weekly Dashboard Graph

3.1 Weekly Reports

This process can be applied to each IPR individual graph and ARM5 Reporting dashboard.

- Due this Week
- Avg TTC Last Week
- Upcoming Tasks this week by timeliness
- Upcoming Tasks this week by project

3.1.1 Due this Week

Managing tasks that are due within the current week is critical for ensuring timely project completion and maintaining productivity. This section provides a structured approach for updating tasks dates that need to be completed by Monday of every week. Below figures are given for the reference.

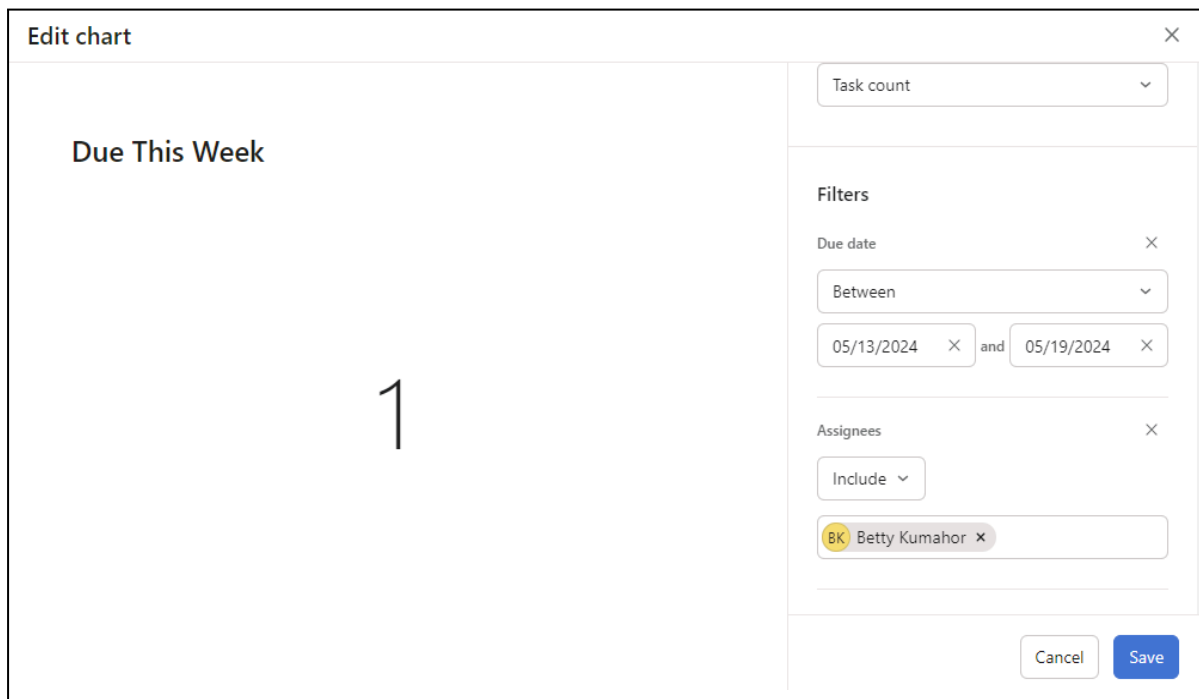


Figure 3.2: Due This Week

3.1.2 Avg TTC Last Week:

Last week's date range that needs to be updated by Monday of every week.

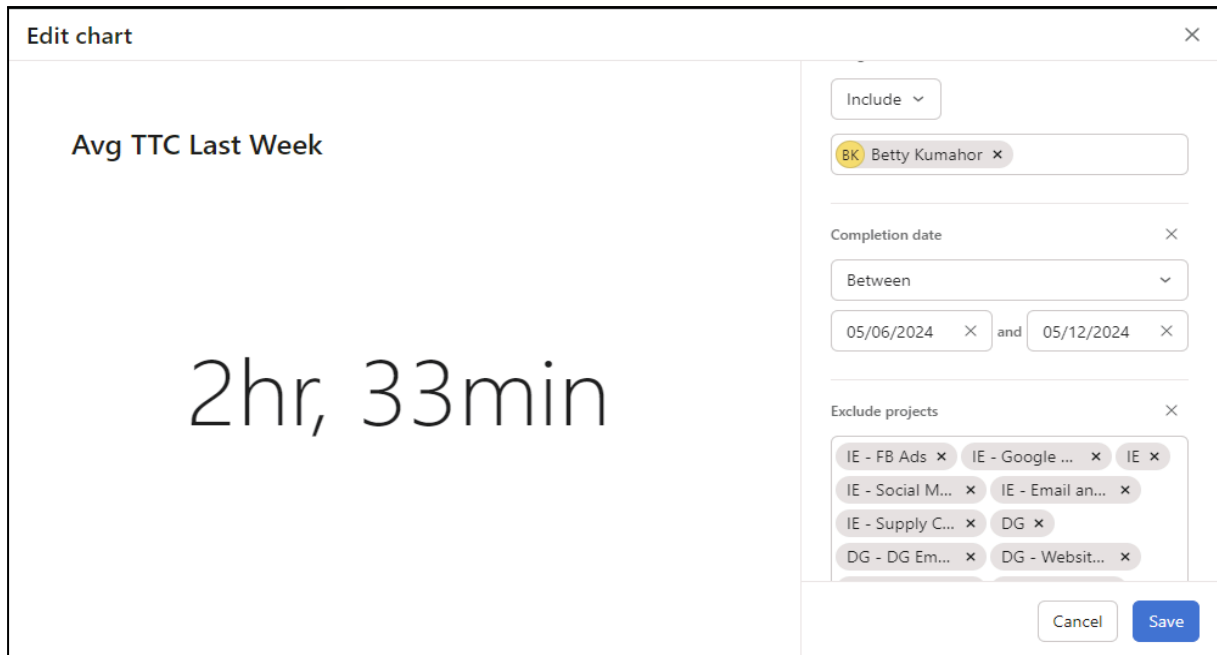


Figure 3.3: Avg TTC Last Week

3.1.3 Upcoming Tasks this week by timeliness

Upcoming Tasks this week by timeliness graph, due date range that need to be updated by Monday of every week.

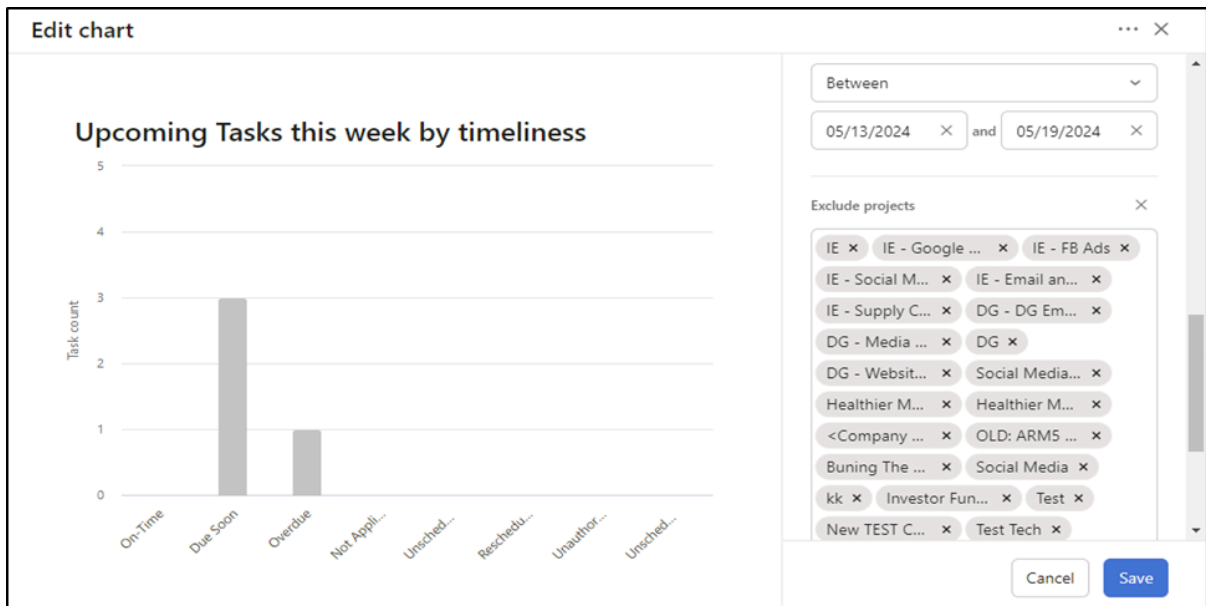


Figure 3.4: Upcoming Tasks this week by timeliness

3.1.4 Upcoming Tasks this week by Brand

Upcoming Tasks this week by brand graph, due date range that need to be updated by Monday of every week.

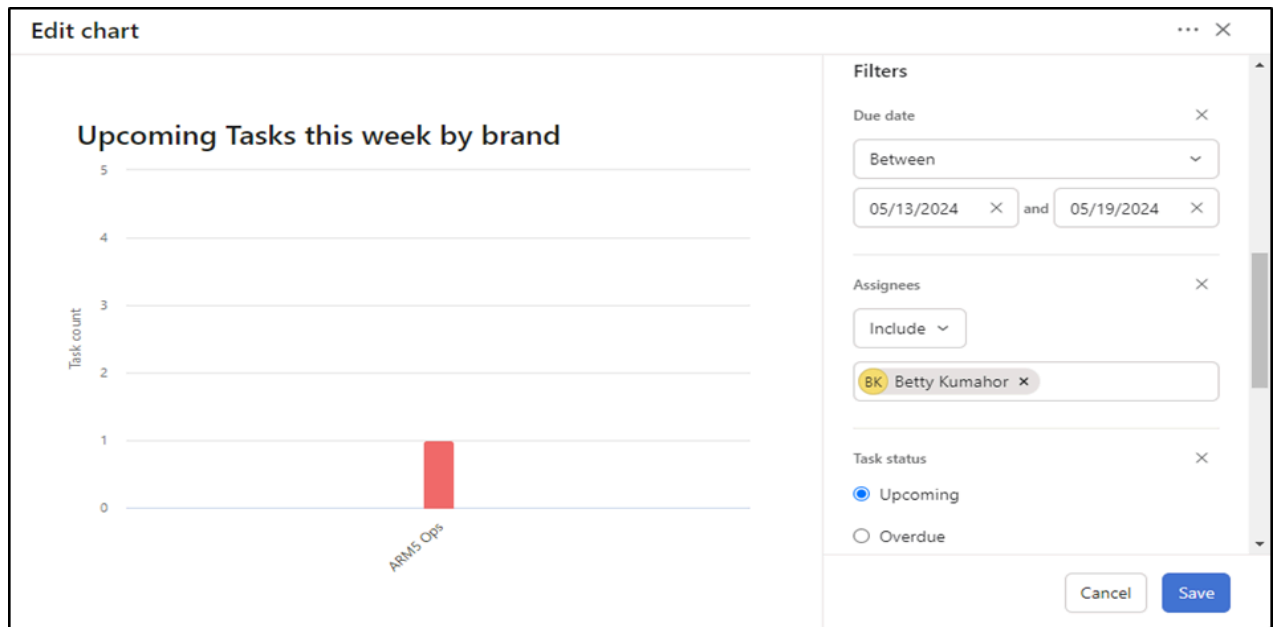


Figure 3.5: Upcoming Tasks this week by Brand

By following above mentioned guidelines, you can ensure that your records are updated efficiently, accurately, and securely in the weekly report.

4. Monthly Tasks

Managing Monthly tasks effectively is essential for maintaining progress towards long-term goals and ensuring smooth operations. This section outlines graphs that are required to update in monthly tasks within a two-hour timeframe.

4.1 Monthly Reports

This process can be applied to each individual graph and ARM5 Reporting dashboard.

- Tasks Due This Month and Tasks Due Last Month
- Incomplete Tasks due this month by project
- Completed Tasks last month by project
- Completed Tasks last month by assignee

4.1.1 Tasks Due This Month and Tasks Due Last Month

Due date range that needs to be updated by 1st of every Month. Click on Filter and update the date and click on save button.

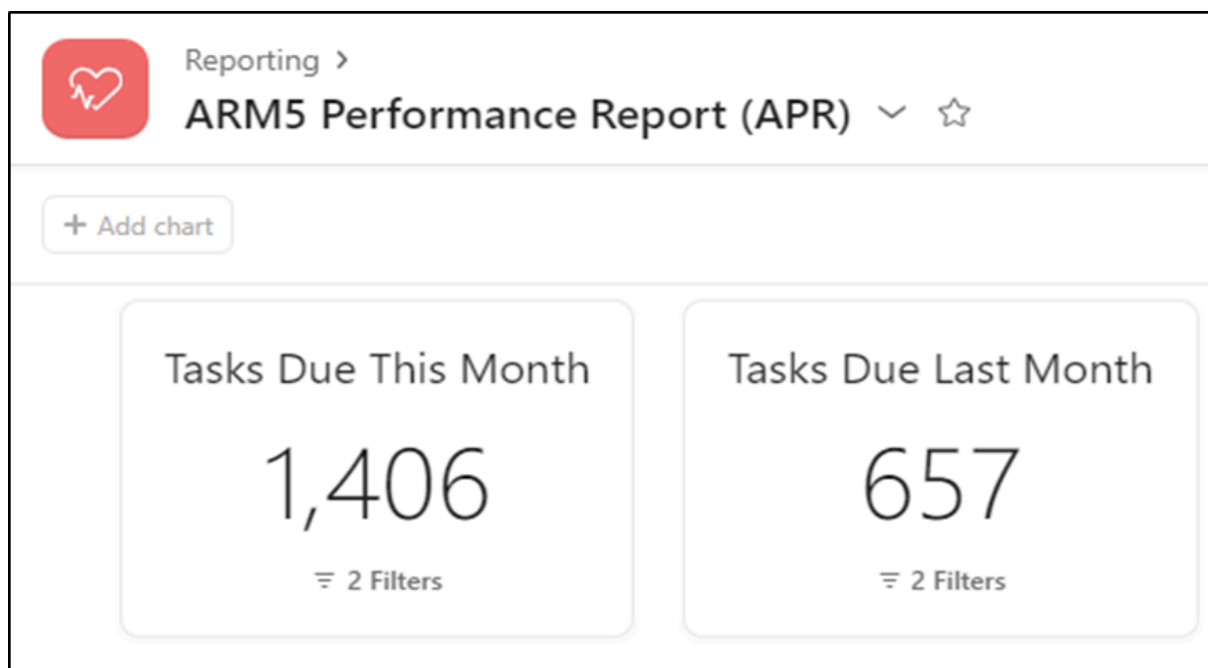


Figure 4.0 : Last Due This/Last Month

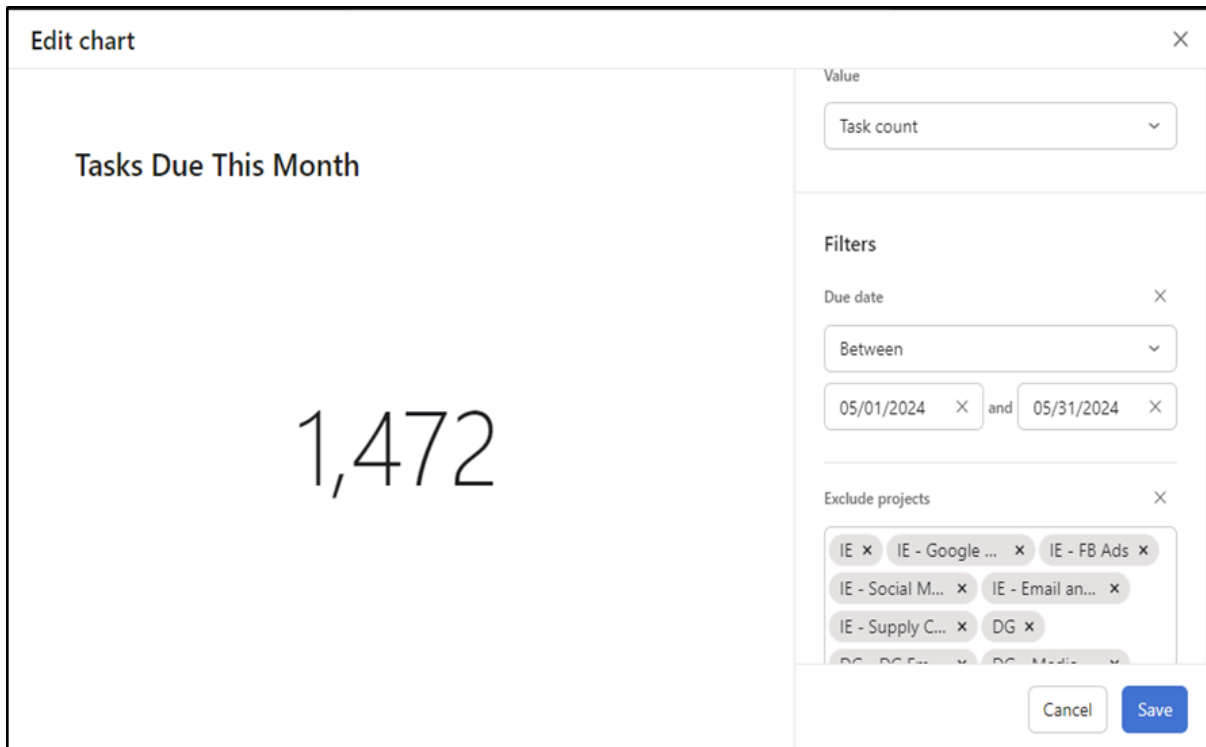


Figure 4.1: Tasks Due This Month

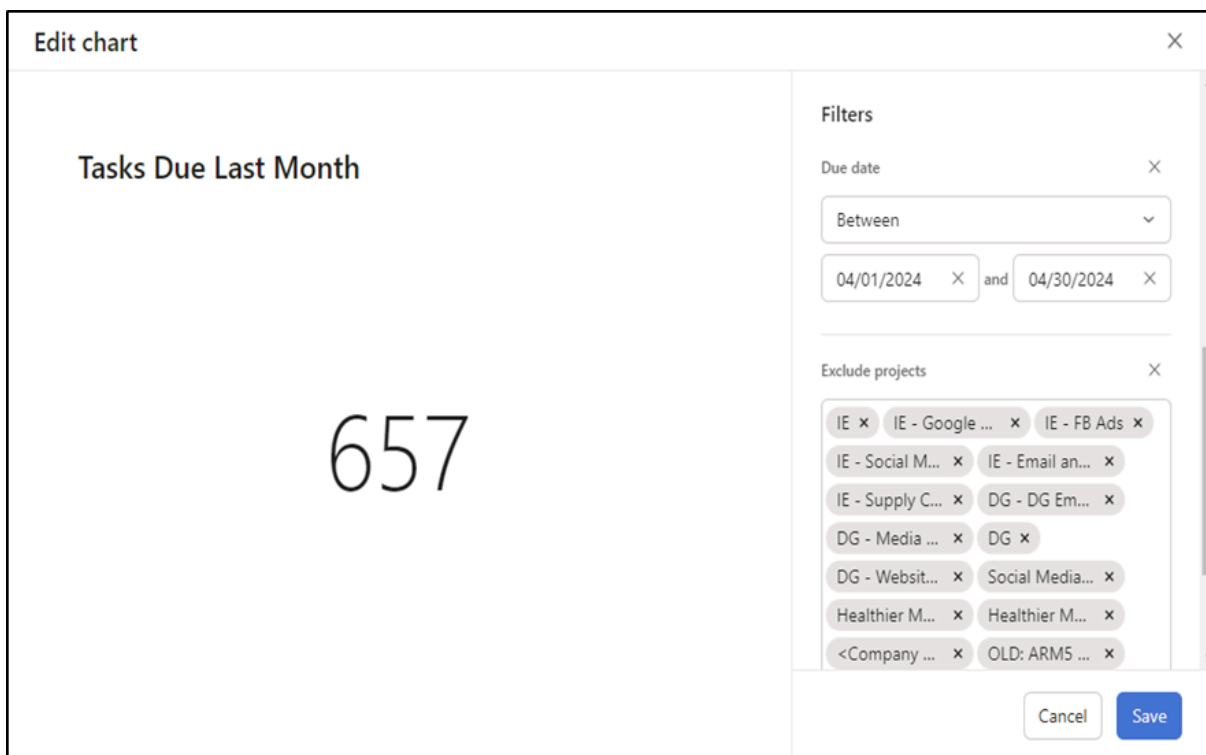


Figure 4.2: Tasks Due Last Month

4.1.2: Incomplete Tasks due this month by project:

Due date range that needs to be updated by 1st of every Month. Click on Filter and update the date and click on save button.

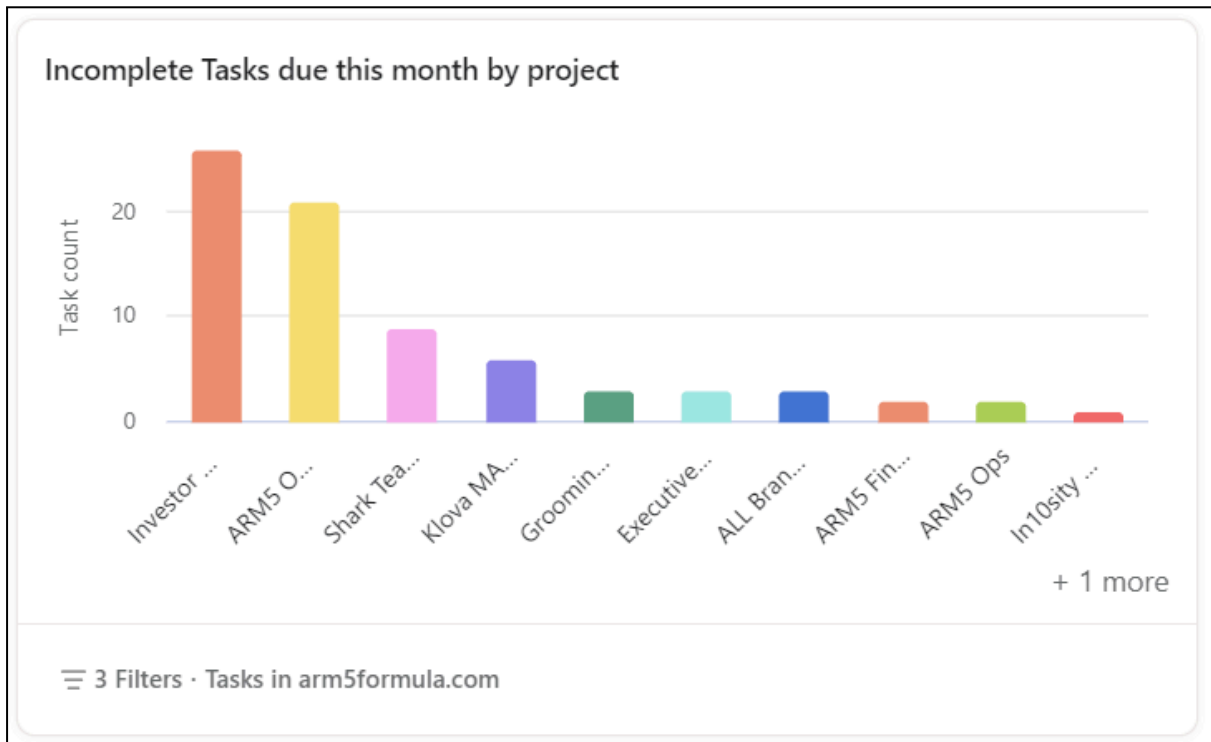


Figure 4.3: Incomplete Tasks due this month by project

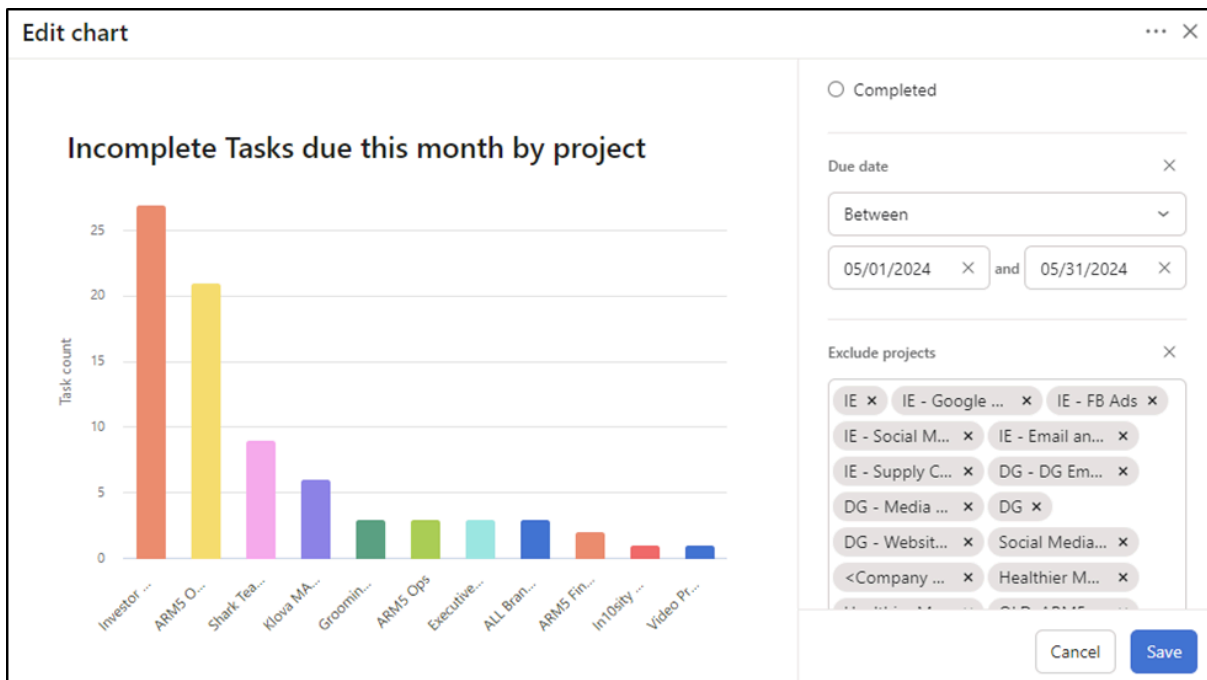


Figure 4.4: Incomplete Tasks due this month by project

4.1.3 Completed Tasks last month by project

Due date range that needs to be updated by 1st of every Month. Click on Filter and update the date and click on save button.

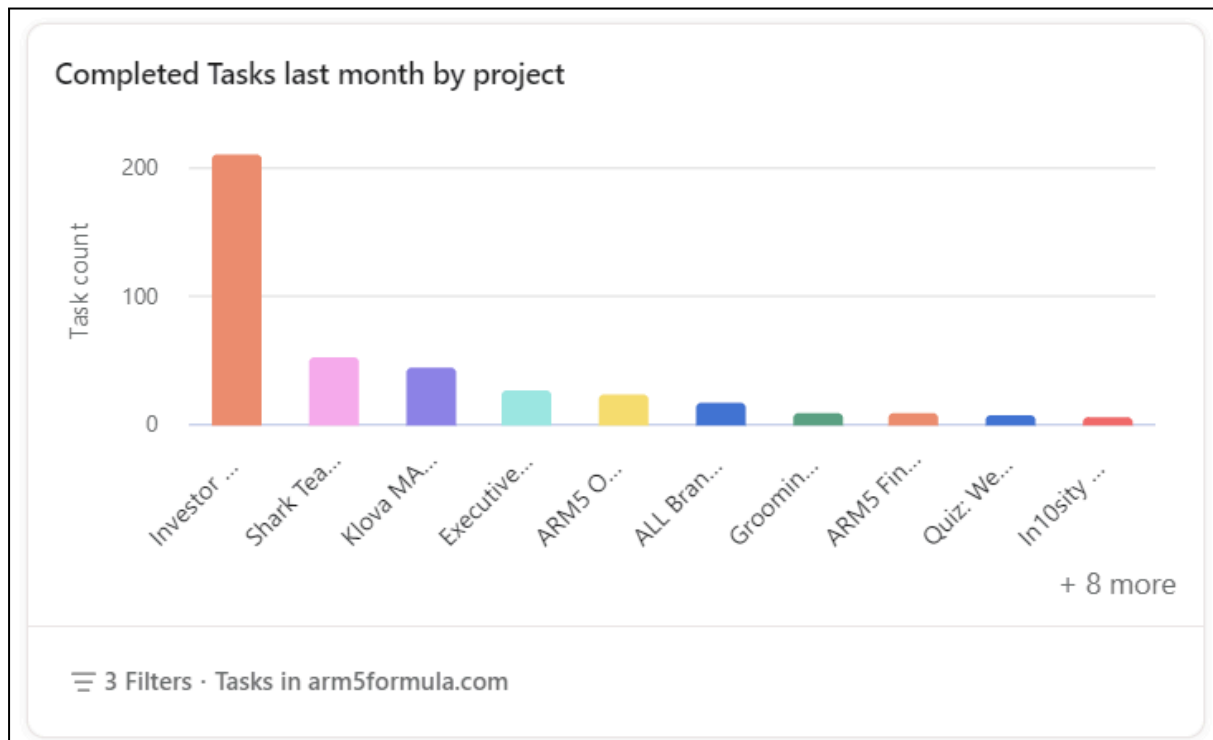


Figure 4.5: Completed Tasks last month by project

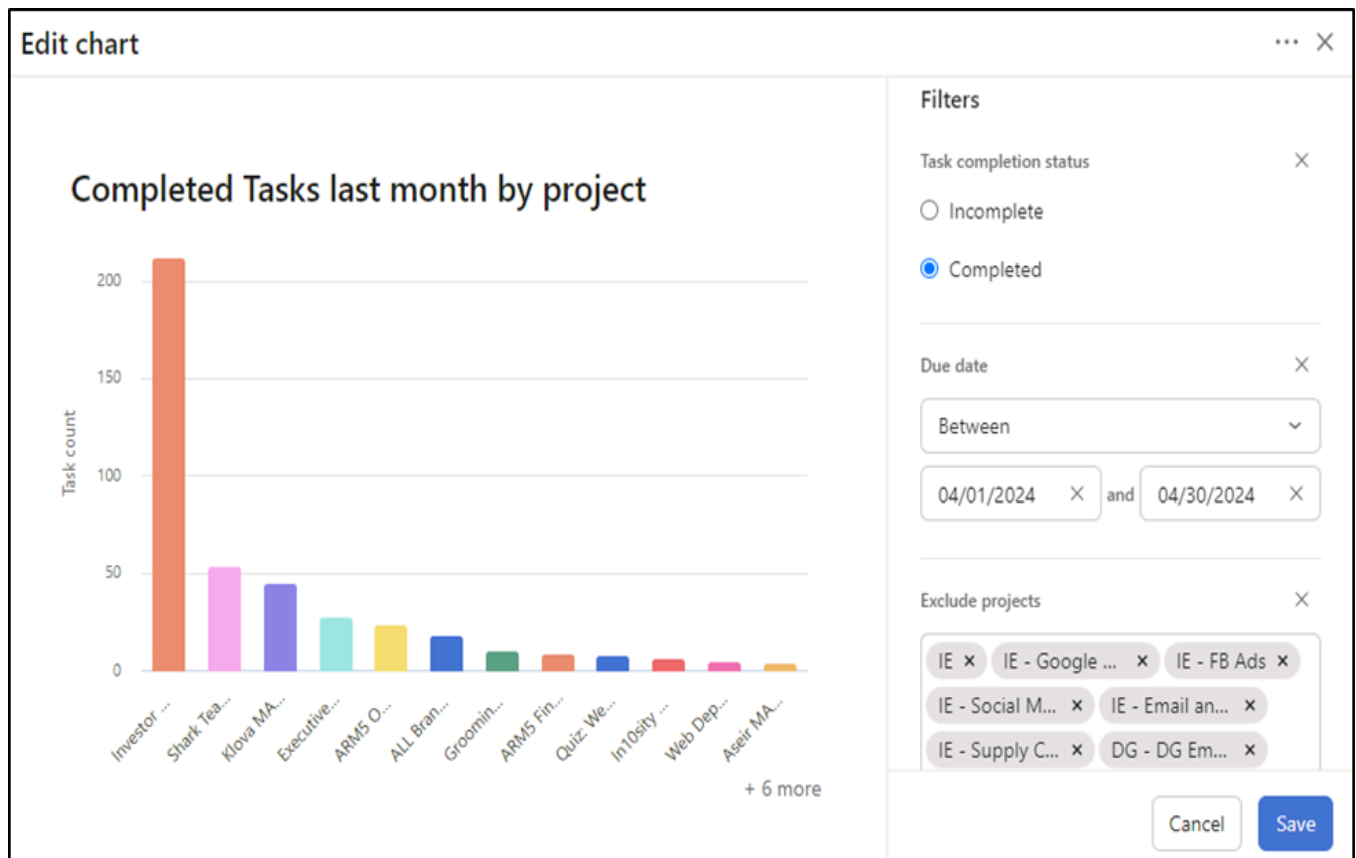


Figure 4.6: Completed Tasks last month by project

4.1.4 Completed Tasks last month by assignee

Due date range that needs to be updated by 1st of every Month. Click on Filter and update the date and click on save button.

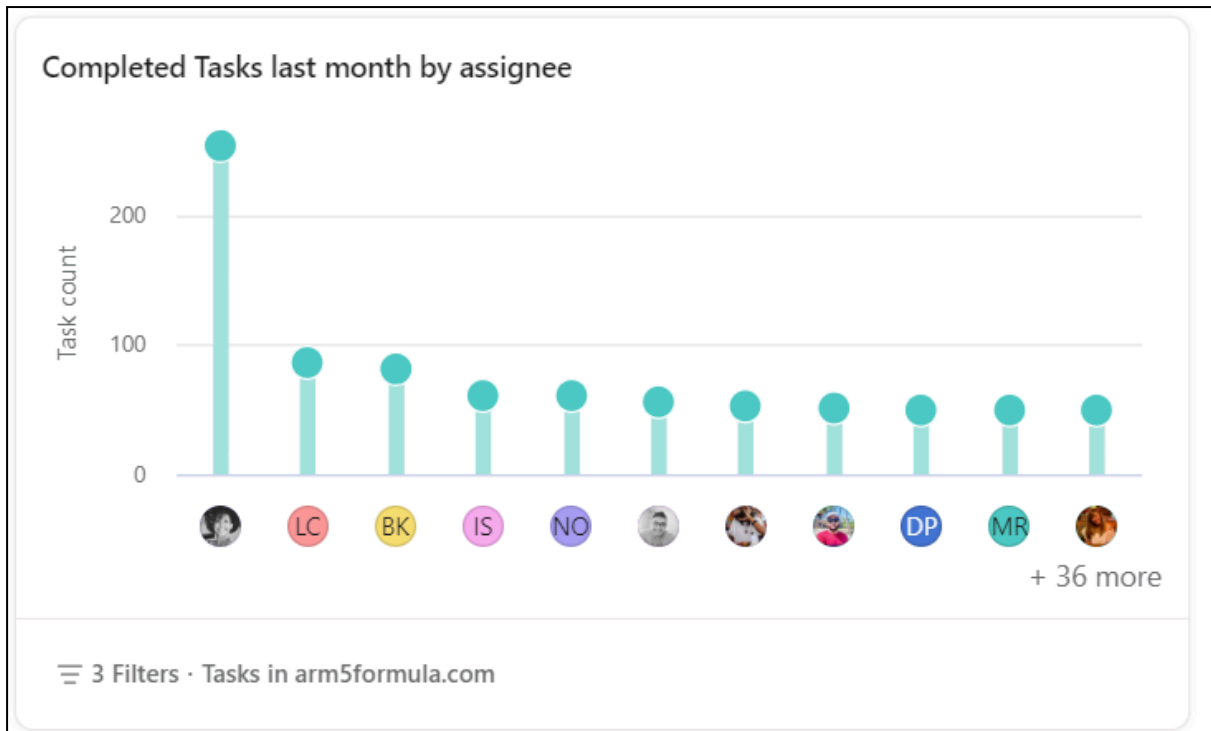


Figure 4.7: Completed Tasks last month by assignee

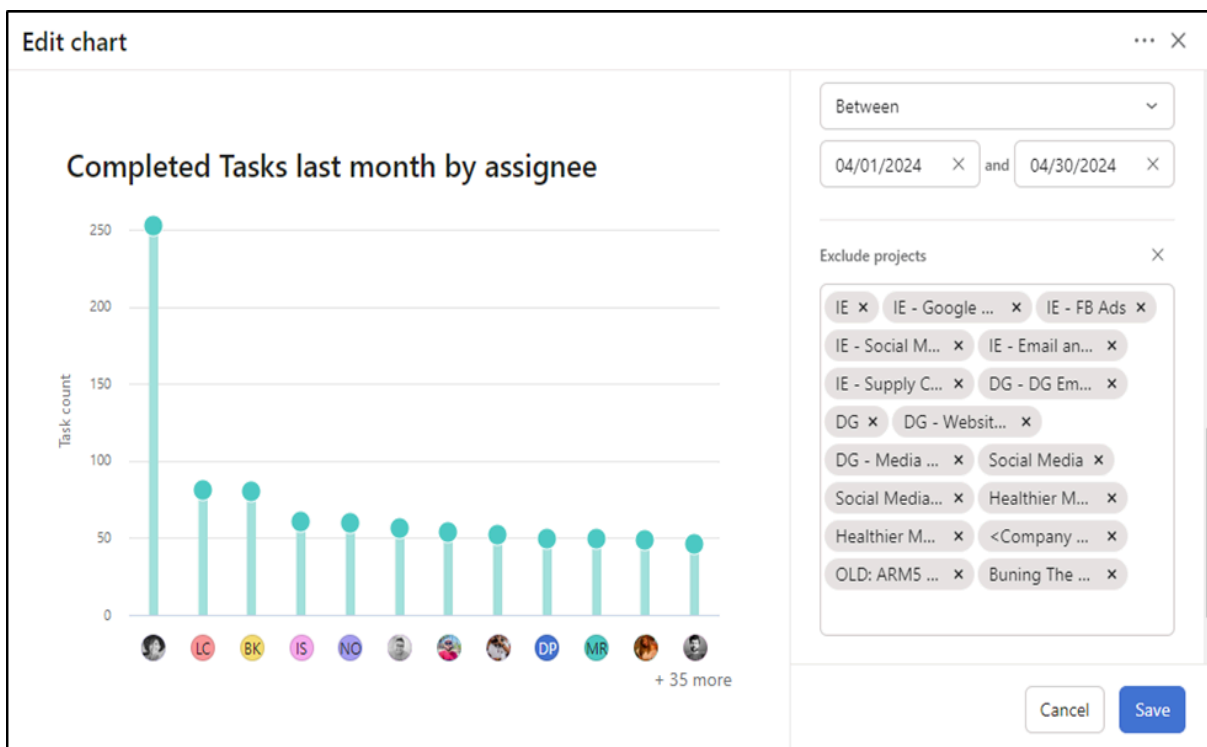


Figure 4.8: Completed Tasks last month by assignee

5. Conclusion

This SOP aims to provide clear and concise instructions to ensure the TCR operates smoothly and efficiently, maintaining a high standard of service and care for our clients. Following this guide will help in achieving consistent and reliable administration.

In conclusion, the task completion rate is a critical metric for assessing productivity, efficiency, and overall performance within our operations. This manual has outlined the necessary procedures, methodologies, and tools required to accurately calculate and improve task completion rates. By adhering to these guidelines, our organisation can ensure a consistent and standardised approach to measuring and enhancing our operational effectiveness.

Key takeaways include:

1. **Understanding Task Completion Rate:** This is defined as the percentage of tasks completed within a given timeframe, relative to the total number of tasks assigned.
2. **Data Collection and Reporting:** Accurate data collection is paramount. Utilise the designated software tools and ensure all data is reported in a timely and accurate manner.
3. **Calculation Methodologies:** Follow the detailed steps provided for calculating the task completion rate, considering factors such as task complexity and priority levels.
4. **Analysis and Interpretation:** Regularly analyse the task completion data to identify trends, bottlenecks, and areas for improvement. Use the insights gained to make informed decisions and implement strategic changes.
5. **Continuous Improvement:** Establish a feedback loop where the task completion data is used to continuously refine and enhance processes. Encourage a culture of continuous improvement and adaptability.

By following the procedures outlined in this manual, our organisation will be better equipped to monitor and improve our task completion rates, thereby boosting overall productivity and achieving our operational goals more efficiently. Thank you for your

attention to these guidelines and your commitment to maintaining high standards of performance. For further query or concern, contact the management team.