

Key Result Area (KRA)

| | | |
|-----------------------------------|--------------------------------------|---|
| Employee Code 00631407 | Employee Name Mrs. RINKU PAUL | Band II |
| Designation Consultant | Department Delivery - Prime | Project/Location Bench(HO) - P-F-Bench |
| Period 2022-2023 | From Date 01-04-2022 | To Date 31-03-2023 |
| KRA Submittd On 20-03-2023 | KRA Approved On 21-03-2023 | |

| Sr.No | Goal Title | Weightage | Measurement Details | Unit | Quantity |
|-------|---|-----------|--|-------------------------|-----------|
| 1 | A) Implementation: 1.For implementation projects - timely and good quality implementation of SAP at client locations adhering to the project plans. Implementation includes design, configuration, testing, training, correct uploading of Master data & Cutover data for smooth functioning 2.For Post implementation support projects - support to be provided as per the contract with the customer. 3.For other projects - executing the project as per the scope agreed in the contract with the customer. | 22.50 | For Implementation Project - - Timely Sign off of Blueprint document by customer - Timely Sign off - of RGS from CTM - Timely submission of FS for developments - Timely development sign off by customer - Timely acceptance of UAT (SIT) by customer | Adherence to Completion | As agreed |
| | | | - Timely acceptance of UAT (SIT) by customer - Go-live as scheduled Go-live on schedule - 100% Go-live delay 1 month - 25% Go-live delay 2month & more - NIL | Adherence to Completion | As agreed |
| | | | - Timely document handover for project closure & tiemly issue resolution during post go-live support - Enable Project manager for timely raising of invoice by completing all the milestones & tasks as per project plan. | Adherence to Completion | As agreed |

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| REVIEWEE | REVIEWER | FINAL REVIEWER |
| Name Mrs. RINKU PAUL | Name Mr. Vijaykumar Patil | Name Mr. Kaustav Das |
| Date 20-03-2023 07:08:51 PM | Date 21-03-2023 09:57:20 AM | Date 21-03-2023 06:51:42 PM |

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| 1 | <p>A) Implementation:</p> <p>1.For implementation projects - timely and good quality implementation of SAP at client locations adhering to the project plans.</p> <p>Implementation includes design, configuration, testing, training, correct uploading of Master data & Cutover data for smooth functioning</p> <p>2.For Post implementation support projects - support to be provided as per the contract with the customer.</p> <p>3.For other projects - executing the project as per the scope agreed in the contract with the customer.</p> | 22.50 | <p>- Rating based on qualitative aspects of BPD</p> <p>BPD sign off in 1 iteration -100%</p> <p>BPD sign off in 2 iterations - 50%</p> <p>BPD sign off in 3 iterations - 25%</p> <p>BPD sign off in > 3 iterations - 0%</p> <p>- FS - Rating Based on feedback from Technical head</p> <p>- Development acceptance by CTM with Less than 5% of variation</p> <p>- UAT (SIT) acceptance by customer</p> <p>No of issues in module not exceeding >10 - 100%</p> <p>No of issues in module from 11-20 - 50%</p> <p>No of issues in module from 21-30 - 25%</p> <p>No of issues in module more than 30 - 0%</p> | Adherence to Completion | As agreed |

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| 2 | A) Implementation: Project Governance 1. Adherence to standard templates- plans, review trackers, reports (weekly, fortnightly, daily etc) on time and as directed by Project manager 2. Record of all the meetings , discussions and interactions with customer for all functional and technical points leading to contractual compliance for projects - MOM's, signoffs, reports, letters, mails etc on time. 3. Overall rating by manger and reviewer. | 7.50 | No of times deviations found out each template/ tracker wise during reviews should not exceed by>10%=0 | No's | >10%=0 |
| | | | Deviations on number of instances found should not exceed by>10% | % | >10%=0 |
| | | | Rating on a scale of 1 to 5 | No's | <4=0 |
| 3 | A) Implementation: Projects Delivery Execution | 7.50 | Comprehensive solutioning of all the business processes: Ensure solution fitment as per best pratice & meeting customer requirement. Floor: 80%, Target 100%. | % | 100 |
| 4 | A) Implementation: Project quality improvement | 5.00 | Quality of deliverables : No escalation from customer on quality of deliverables submitted. Floor 1, Target 0 | No's | 0 |

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| 5 | A) Implementation: Customer acceptance Enhancing knowledge on the existing /new product / Domain Knowledge | 7.50 | 1. No rejection by prospective customer on account of technical incompetency during interview / presentation 2. No rejection by customer on deployment to the project >=4 on a scale of 1to5 | No's | >=4 |
| 6 | B) Support: SLA Adherence | 15.00 | For support projects acceptance by customer within agreed SLA | Adherence to Completion | As agreed |
| 7 | B) Support: Quality of Solutioning | 7.50 | Acceptance by the client with SLA | Adherence to Completion | As agreed |
| | | | Rating by Manager >=4 on a scale of 1 to 5 | No's | >=4 |
| | | | Comprehensive solutioning of all the business processes: Ensure solution fitment as per best pratice & meeting customer requirement. Floor: 80%, Target 100%. | % | 100 |

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| 8 | B) Support: Project Governance 1. Adherence to standard templates- plans, review trackers, reports (weekly, fortnightly, daily etc) on time and as directed by Project manager 2. Record of all the meetings , discussions and interactions with customer for all functional and technical points leading to contractual compliance for projects - MOM's, signoffs, reports, letters, mails etc on time. | 7.50 | No of times deviations found out each template/ tracker wise during reviews should not exceed by>10% | % | >10%=0 |
| | | | Deviations on number of instances found should not exceed by>10% | % | >10%=0 |
| | | | Rating on a scale of 1 to 5 | No's | <4=0 |
| 9 | B) Support: Projects Delivery execution | 7.50 | Comprehensive solutioning of all the business processes: Ensure solution fitment meeting customer for enahcnement / new requirement. Floor: 80%, Target 100%. | % | 100 |
| 10 | B) Support: Project quality improvement | 5.00 | Quality of deliverables : No escalation from customer on quality of deliverables submitted. Floor 1, Target 0 | No's | 0 |
| 11 | B) Support: Customer acceptance Enhancing knowledge on the existing /new product / Domain Knowledge | 7.50 | - No rejection by prospective customer on account of technical incompetency during interview / presentation - No rejection by customer on deployment to the project | No's | >=4 |
| | Total | 100.00 | | | |

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