Key Result Area (KRA)

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Employee Code 00630921 Employee Name Mr. Aman Pathan Band

DesignationAssociate ConsultantDepartmentDeliveryProject/LocationMoRTH-Delhi

Period 2022-2023 From Date 01-04-2022 To Date 31-03-2023

KRA Submittd On 22-06-2022 KRA Approved On

| 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.  | 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<br>to<br>Completion | As agreed |
|       | 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 |           | - 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<br>to<br>Completion | As agreed |
|       | the customer.  3. For other projects - executing the project as per the scope agreed in the contract with the customer.   |           | - 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<br>to<br>Completion | As agreed |

REVIEWEE REVIEWER FINAL REVIEWER

Name Mr. Aman Pathan Name Mr. Akhilesh Kumar Mishra Name Mr. Niladri Bhusan Harichandan

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

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| 2 | A) Implementation: Project Governance   | 7.50 | No of times deviations found out each template/ tracker wise during reviews should not exceed by>10%=0  | No's | >10%=0 |
|---|---|------|---|------|--------|
|   | <ol> <li>Adherence to standard templates- plans, review trackers, reports (weekly, fortnightly, daily etc) on time and as directed by Project manager</li> <li>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.</li> <li>Overall rating by manger and reviewer.</li> </ol> |      | 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  | <ol> <li>No rejection by prospective customer on account of technical incompetency during interview / presentation</li> <li>No rejection by customer on deployment to the project</li> <li>&gt;=4 on a scale of 1to5</li> </ol> | No's                          | >=4       |
|---|--|-------|---|-------------------------------|-----------|
| 6 | B) Support: SLA Adherence  | 15.00 | For support projects acceptance by customer within agreed SLA   | Adherence<br>to<br>Completion | As agreed |
| 7 | B) Support: Quality of Solutioning   | 7.50  | Acceptance by the client with SLA   | Adherence<br>to<br>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  | 7.50   | No of times deviations found out each template/ tracker wise during reviews should not exceed by>10%  | %    | >10%=0<br>>10%=0<br><4=0 |
|----|---|--------|---|------|--------------------------|
|    | <ol> <li>Adherence to standard templates- plans, review trackers, reports (weekly, fortnightly, daily etc) on time and as directed by Project manager</li> <li>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.</li> </ol> |        | 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 enahchement / 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 |   |      |                          |

REVIEWEE REVIEWER FINAL REVIEWER

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