

Key Result Area (KRA)

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Employee Code 00631407 Employee Name Mrs. RINKU PAUL Band II

DesignationConsultantDepartmentDelivery - PrimeProject/LocationBAJEL-CR

 Period
 2024-2025
 From Date
 01-04-2024
 To Date
 31-03-2025

KRA Submittd On 18-07-2024 KRA Approved On 19-07-2024

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 to 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 -		- 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
	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.		- 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

REVIEWEE REVIEWER FINAL REVIEWER

Name Mrs. RINKU PAUL Name Mr. Shrikant Ashokrao Alone Name Mr. Shrikant Ashokrao Alone



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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	22.50	- Rating based on qualitative aspects of BPD BPD sign off in 1 iteration -100% BPD sign off in 2 iterations - 50% BPD sign off in 3 iterations - 25% BPD sign off in > 3 iterations - 0% - FS - Rating Based on feedback from Technical head - Development acceptance by CTM with Less than 5% of variation - UAT (SIT) acceptance by customer No of issues in module not exceeding >10 - 100% No of issues in module from 11-20 - 50% No of issues in module from 21-30 - 25% No of issues in module more than 30 - 0%	Adherence to Completion	As agreed				
	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
	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.		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	7.50	Quality of deliverables: No escalation from customer on quality of deliverables submitted. Floor 1, Target 0 No Escalation during the Project Exceution. 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	5.00	 No rejection by prospective customer on account of technical incompetency during interview / presentation 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	7.50	No of times deviations found out each template/ tracker wise during reviews should not exceed by>10%	%	>10%=0
	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.		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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