

## Key Result Area (KRA)

**Employee Code** 00631520      **Employee Name** Mr. Muneeb Ikram Khan      **Band** I  
**Designation** Associate Consultant      **Department** Delivery - Strategic      **Project/Location** NMSCEL-Mumbai - S-NMSCEL  
**Period** 2023-24      **From Date** 01-04-2023      **To Date** 31-03-2024  
**KRA Submittd On** 15-09-2023      **KRA Approved On** 24-09-2023

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

|                                    |  |                                    |
|------------------------------------|--|------------------------------------|
| <b>REVIEWEE</b>                    | <b>REVIEWER</b>                            | <b>FINAL REVIEWER</b>              |
| <b>Name</b> Mr. Muneeb Ikram Khan  | <b>Name</b> Mr. Rajesh Govindraya Shanbhag | <b>Name</b> Mr. Kaustav Das        |
| <b>Date</b> 15-09-2023 10:39:15 AM | <b>Date</b> 23-09-2023 05:30:57 PM         | <b>Date</b> 24-09-2023 07:25:31 PM |

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### FINAL REVIEWER

Name Mr. Kaustav Das

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|-------|--|-----------|--|------|----------|
| 2     | A) Implementation: Project Governance<br><br>1. Adherence to standard templates- plans, review trackers, reports (weekly, fortnightly, daily etc) on time and as directed by Project manager<br>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.<br>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.<br>Floor: 80%, Target 100%.                         | %    | 100      |
| 4     | A) Implementation: Project quality improvement   | 7.50      | 1) Quality of deliverables : No escalation from customer on quality of deliverables submitted. Floor 1, Target 0<br><br>2) No Escalation during the Project Exceution. Floor 1, Target 0 | No's | 0        |

| REVIEWEE   | REVIEWER  | FINAL REVIEWER   |
|--|---|--|
| <p>Name Mr. Muneeb Ikram Khan</p> <p>Date 15-09-2023 10:39:15 AM</p> | <p>Name Mr. Rajesh Govindraya Shanbhag</p> <p>Date 23-09-2023 05:30:57 PM</p> | <p>Name Mr. Kaustav Das</p> <p>Date 24-09-2023 07:25:31 PM</p> |

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| 5     | A) Implementation: Customer acceptance<br>Enhancing knowledge on the existing /new product / Domain Knowledge | 5.00      | 1. No rejection by prospective customer on account of technical incompetency during interview / presentation<br><br>2. No rejection by customer on deployment to the project<br><br>>=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<br><br>1. Adherence to standard templates- plans, review trackers, reports (weekly, fortnightly, daily etc) on time and as directed by Project manager<br>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<br><br>Enhancing knowledge on the existing /new product / Domain Knowledge   | 7.50      | - No rejection by prospective customer on account of technical incompetency during interview / presentation<br><br>- No rejection by customer on deployment to the project | No's | >=4      |
|       | Total  | 100.00    |  |      |          |

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