

Key Result Area (KRA)

Employee Code 00631033 Employee Name Mr. Pankaj Jaiswal Band I

Designation Associate Consultant Department Delivery Project/Location ISC Projects Pvt Ltd

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

KRA Submittd On 19-07-2024 KRA Approved On 29-07-2024

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. 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

REVIEWEE Name Mr. Pankaj Jaiswal Date 19-07-2024 10:29:31 AM	REVIEWER Name Mr. Prashant Kumar Sinha Date 29-07-2024 07:35:03 AM	FINAL REVIEWER Name Mr. Rajesh Govindraya Shanbhag Date 29-07-2024 07:35:03 AM
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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	7.50	1) Quality of deliverables : No escalation from customer on quality of deliverables submitted. Floor 1, Target 0 2) No Escalation during the Project Exceution. Floor 1, Target 0	No's	0

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Sr.No	Goal Title	Weightage	Measurement Details	Unit	Quantity
5	A) Implementation: Customer acceptance 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 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 practive & 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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