

Key Result Area (KRA)

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Employee Code 00631310 Employee Name Mr. Syed Taiyab Mahmood Hashmi Band II

DesignationConsultantDepartmentDelivery - StrategicProject/LocationCPWD-Delhi - S-CPWD

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

KRA Submittd On 17-10-2022 KRA Approved On 18-10-2022

| 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 - |           | - 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 |
|       | 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<br>to<br>Completion | As agreed |

REVIEWEE REVIEWER FINAL REVIEWER

Name Mr. Syed Taiyab Mahmood Hashmi Name Mr. Ashutosh Sharma Name Mr. Anilkumar Sangameshw Jeur



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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. | 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 | Adherence<br>to<br>Completion | As agreed |
|       | Implementation includes design, configuration, testing, training, correct uploading of Master data & Cutover data for smooth functioning             |           | 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%   |                               |           |
|       | 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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| Sr.No | Goal Title  | Weightage | Measurement Details   | Unit | Quantity |
|-------|---|-----------|---|------|----------|
| 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      | <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   |
|       | 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 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    |   |      |          |

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