**Purpose**

**The purpose of the evaluation is to review the Appraisee’s job performance for the period 2024 -2025 as it relates to the Planned Accomplishments agreed to in the KRA’s (Key Result Areas). Please be specific and cite examples.**

**Key Information**

|  |  |  |  |
| --- | --- | --- | --- |
| **Name:** | **Designation:** | | |
| **Date of Joining:** | **Department:** | | |
| **Employee Code:** | **Review Period** | **From:** | **To:** |
| **Appraiser Name:** | **Reviewer Name:** | | |

|  |  |  |
| --- | --- | --- |
| **rating scale** | | |
| **scale value** | **description** | **detailed information** |
| **5.0** | Exceptional Performance (EP) | Performance levels and accomplishments far exceed normal expectations. This is reserved for employees who truly stand out and consistently demonstrate exceptional accomplishments in terms of quality and quantity of work that is easily recognized as truly exceptional by others.  Someone who consistently demonstrates a role model behavior, adds additional value to clients besides their regular work. |
| **4.0** | Exceeds Expectations  (EE) | Performance frequently exceeds job requirements. Accomplishments are regularly above expected levels. Performance is at a level that is beyond expectations and is sustained, and the quality of work is regularly high. |
| **3.0** | Meets Expectations (ME) | Performance clearly meets all the requirements of the position in terms of quality and quantity of work. It is described as good performance with thorough and on time results. While minor deviations may occur, the overall level of performance meets all job requirements. |
| **2.0** | Partially Meeting Expectation (PME) | Performance is noticeably less than expected. The employee generally meets most job requirements but struggles to fully meet them all. The need for further development and improvement is clearly recognized. |
| **1.0** | Not Meeting Expectations (NME) | The employee is not meeting the job requirements. Performance must improve substantially, within a reasonable period of time for the employee to remain in the position. |

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| **SECTION 1 – CUSTOMER ENGAGEMENT (50% WEIGHTAGE)** | | | | | |
| **Attribute** | **Description** | **rate and comment as appropriate** | | | |
| **Self- Scoring** | **Self-Comments** | **Appraiser Scoring** | **Appraiser**  **Comments** |
| 1. On time Delivery **(50%)** | 1. % of On-time deliveries /Meeting SLA (response and resolution). 2. Consistently delivers quality results | NA |  | NA |  |
| 2. Documentation of Deliverable **(10%)** | Timely documentation for the client | NA |  | NA |  |
| 3. Project Renewals **(30%)** | At least 95% of the customer support engagements / contract (for clients whose primary support engineer you are) should be renewed - both count wise and revenue wise. | NA |  | NA |  |
| 4. Client Value Add **(10%)** | Process Improvement/ Automation / New Idea implementation which leads to efficiency for the client | NA |  | NA |  |
| (Final Reviewer Remarks and Rating):  Final Rating:  Remarks: | | | | | |

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| --- | --- | --- | --- | --- | --- | --- |
|  | **SECTION 2 – BEHAVIORAL ASPECT (15% WEIGHTAGE)** | | | | | |
|  | **Attribute** | **Description** | **rate and comment as appropriate** | | | |
|  | **Self-Scoring** | **Self-Comments** | **Appraiser Scoring** | **Appraiser**  **Comments** |
|  | 1. Communication **(80%)** | Capability of an individual to convey the right information and influence others towards desired action either verbally or by written means | NA |  | NA |  |
|  | 2. Adherence to all company policies **(20%)** | 1. Adhere to company or client policies viz. dress code, punctuality.  2. No slippages on account of leaves or late coming impacting team performance.  3. Keeps manager informed in a timely manner in case of leave/late coming or early going.  4. Amenable to work in shift and late sitting whenever required. | NA |  | NA |  |
|  | (Final Reviewer Remarks and Rating):  Final Rating:  Remarks: | | | | | |

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|  | **SECTION 3 – SELF UPGRADATION / NEW INITIATIVE (10% WEIGHTAGE)** | | | | | |
|  | **Attribute** | **Description** | **rate and comment as appropriate** | | | |
|  | **Self-Scoring** | **Self-Comments** | **Appraiser Scoring** | **Appraiser**  **Comments** |
|  | 1. Initiative / Proactiveness **(50%)** | Taken action to meet work-related objectives without being asked or required to do so. Seeks out and willingly undertakes new challenges, responsibilities/ assignments | NA |  | NA |  |
|  | 2. Innovation & Creativity **(50%)** | Ability of an individual to provide an original solution by using various tools and techniques | NA |  | NA |  |
|  | (Final Reviewer Remarks and Rating):  Final Rating:  Remarks: | | | | | |

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|  | **SECTION 4 – REPORTING TO MANAGER (10% WEIGHTAGE)** | | | | | |
|  | **Attribute** | **Description** | **rate and comment as appropriate** | | | |
|  | **Self-Scoring** | **Self-Comments** | **Appraiser Scoring** | **Appraiser**  **Comments** |
|  | Status reporting **(100%)** | 1. Providing status of work & ensure timely reporting to Reporting Manager on critical issues.  2. Respects team lead. | NA |  | NA |  |
|  | (Final Reviewer Remarks and Rating):  Final Rating:  Remarks: | | | | | |

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|  | **SECTION 5 – ORGANIZATION ENGAGEMENT (15% WEIGHTAGE)** | | | | | |
|  | **Attribute** | **Description** | **rate and comment as appropriate** | | | |
|  | **Self-Scoring** | **Self-Comments** | **Appraiser Scoring** | **Appraiser**  **Comments** |
|  | Work with Practice in preparation of SOWs, Customer Briefings, and Technical presentations to the clients and prospects. **(100%)** | Support the Sales Team/Customer Acquisition team in any kind of help/assistance they may need for acquiring new clients/prospects. This includes client/prospect visits, preparation of SOWs and any other activity deemed necessary by the Sales Team/Customer Acquisition team. | NA |  | NA |  |
|  | (Final Reviewer Remarks and Rating):  Final Rating:  Remarks: | | | | | |

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|  | **SECTION 6 – strength and development needs** |

***Instructions:***

1. The Appraiser identifies three strengths that the Appraisee consistently exhibits which contribute positively to his/her job performance.

2. The Appraiser identifies three development needs on which the Appraisee should work in order to improve/enhance his/her job performance.

3. A plan of action for the development needs should be listed with deadlines where possible.

|  |  |
| --- | --- |
| **Strengths** | **Development Needs** |
| 1. | 1. |
| 2. | 2. |
| 3. | 3. |

|  |  |
| --- | --- |
| **plan of action for development needs** | |
| 1. | 4. |
| 2. | 5. |
| 3. | 6. |

|  |  |
| --- | --- |
|  | **SECTION 7 – OVERALL PERFORMANCE RATING & COMMENTS** |

***Instructions:***

1. The Appraiser provides an overall performance rating for the review term based on the Appraisee’s achievement of Planned Accomplishments and demonstration of the Organization Attributes. The rating scale of 1-5 is defined at the end of the appraisal form.

2. Document any additional comments related to job performance, professional development or planned accomplishments in the space provided below.

**OVERALL APPRAISER RATING & COMMENTS:**

|  |
| --- |
| RATING:  COMMENTS: |

**OVERALL FINAL REVIEWER RATING & COMMENTS:**

|  |
| --- |
| RATING:  COMMENTS: |

|  |
| --- |
| **APPRAISEE NAME: APPRAISEE SIGNATURE & DATE:** |
| **APPRAISER NAME: APPRAISER SIGNATURE & DATE:** |
| **FINAL REVIEWER NAME: FINAL REVIEWER SIGNATURE & DATE:** |