**Goal Category: Organizational Goals**

**Goal\_3: Service Delivery/Business Operator (Customer Focus Perspective)**

**Goal Statement:**

1. Customer delight/CSAT (Internal/external)- applicable for both implementation & support projects.

**Measuring Criteria i.e., Milestone Success Measure**

* Internal or external Customer feedback with evidence

**Period of Measure**

* 1st January 2023 to 31st March 2024

**Self-Rating:**

* 4

**Employee Comments:**

* After successfully clearing the Neoload exam and ISTQB exam, an email was sent to all internal team members to express appreciation for the positive feedback.

Below are the reference mails:

   

**Goal Set:**

1. Not more than one escalation in one appraisal cycle (Internal/external).

**Measurement Criteria:**

* Negative feedback with evidence

**Employee Comments:**

* No Negative Feed back

**Goal Set:**

1. Plan and execute all required process steps as defined in our methodologies.

**Measurement Criteria:**

* Thorough Process knowledge and demonstration of tasks performed with evidence.

**Employee Comments:**

* Consistently plan and executes all required process steps in adherence to Agile methodologies, demonstrating a commitment to assigned tasks and project success.

**Goal Set:**

1. Accountable for conducting project reviews for their projects.

**Measurement Criteria:**

* Demonstration of ownership/accountability for deliverables. Being interactive and ensuring collection requirements/tasks understanding.

**Employee Comments:**

* I ensured accurate and timely completion of assigned tasks by taking full responsibility.
* Proactively engaging with team members and vendors, I interactively sought clarification on collection requirements and tasks.

**Goal Set:**

1. Thorough knowledge of the functional topics related to his/her portion of the application under Development.

**Measurement Criteria:**

* Demonstration of functional knowledge of the project / application.

**Employee Comments:**

* I fully understand how my part of the product works, including the details of [specific functional areas, modules, or features]
* I proactively collaborate with developers, seeking clarification and taking KT from the team.