

Rating Scale for Persona- Individual contributor:

Billability/Utilization

UTILIZATION MEASUREMENT SCALE		
Utilization	Measure	Score
> 100%	Outperforms (120%)	72
=100%	Exceeds Expectations (100%)	60
>=90 %	Meets Expectations (80%)	48
>=80 %	Needs Improvement (60%)	36
<79%	Unsatisfactory (0%)	0

Delivery - Quality, Schedule, CSAT, SLAs:

CSAT MEASUREMENT SCALE		
CSAT	Measure	Scores
> 4.5	Outperforms (120%)	24
>= 4 and <=4.4	Exceeds Expectations (100%)	20
> =3.5 and <=3.9	Meets Expectations (80%)	16
< 3.4	Unsatisfactory (0%)	0

Project Process Compliance Index: KPI -3

PCI MEASUREMENT SCALE		
PCI	Measure	Scores
120%	Outperforms	6
>=90&<100%	Exceeds Expectations	5
>=80% and <=89%	Meets Expectations	4
>=60% and <= 79%	Needs Improvement	3
<59%	Unsatisfactory (0%)	0

Practice - Certifications, Provide Training, Interviews

PRACTICE MEASUREMENT SCALE		
Practice	Measure	Scores
120%	Outperforms	18
$\geq 90\% & < 100\%$	Exceeds Expectations	15
$\geq 80\%$ and $\leq 89\%$	Meets Expectations	12
$\geq 60\%$ and $\leq 79\%$	Needs Improvement	9
$< 59\%$	Unsatisfactory (0%)	0

PERSONA KPI MEASUREMENT SCALE		
Practice	Measure	Scores
120%	Outperforms	120
$\geq 90\% & < 100\%$	Exceeds Expectations	100
$\geq 80\%$ and $\leq 89\%$	Meets Expectations	80
$\geq 60\%$ and $\leq 79\%$	Needs Improvement	60
$< 59\%$	Unsatisfactory (0%)	0