**Goals for 2014 – Shilpa Narang**

**B1. Business – Revenue growth for Services from Validation practice : 15%**

A: Achievement of 650 TUSD from GC

B: Achievement of 540TUSD from GC

C: Achievement of 450 TUSD from GC

D: Achievement of less than 450TUSD from GC

**Notes:**

Achievement through COE-PM and NGW can be shown in revenue calculation as per TERvalues

**B2. Business – Headcount : 15%**

A: Achieve Headcount of 36 @ 90% DE

B: Achieve Headcount of 30 @ 90% DE

C: Achieve Headcount of 24 @ 90% DE

D: Headcount less than 20 @ 90% DE

**Notes:**

Headcount as of 1st Dec 2014 including COE associates (level 51 and below). Does not include RBVH headcount and interns.

Achievement plan on above goals to be drafted by EFeb ’14 and updated in MSR every month

**C1: Planning, Scheduling and tracking, Release process Management, Status reporting (COE+ PIN Project): 25 %**

1. B+ Ensure 100% effort booking for all CoE Projects on a monthly basis
2. C+ Ensure 100% effort booking for 90% CoE Projects on a monthly basis + Adherence to PDC process for 100% of CoE project releases
3. MSR submission: All months ontime with accurate data (Availability of MSR: one day prior to MSR in CoE Portal)

**P1. Project Management (Planning and Tracking - Delivery, Efforts & Costs, Accurate and ontime Reporting):15%**

1. PSR/MSR by 26th day of the month + QPr (Green for 11 months and no Reds) for all projects + KPI deviation not more than 2% for the month with respect to SPOT-ON
2. PSR/MSR by 28th day of the month + QPr (Green for 9 months and no Reds) for all projects + KPI deviation not more than 5% for the month with respect to SPOT-ON
3. PSR/MSR by 1st working day of the subsequent month + QPr (Green for 9 months and no Reds) for all projects + Project Billing information available by 15th of every month.
4. PSR not submitted at the time of MSR + QPr Red for any project for 2 months in a row
5. PSR not submitted within QMM window + MSR unavailable for the month

**P2. Overall Project Success : 10 %**

1. Monthly Cust. Feedback (11 Green) + Monthly GrM Feedback (11 Green) + B + Acknowledgement by Customer & GrM (e.g. Value addition to Customer/Project not defined by customer) + CSI > 4% of the RBEI average for all projects
2. Cust. Feedback (10 Green) + Monthly GrM Feedback (10 Green) + CSI > 2% of the RBEI average for all projects
3. Monthly Cust. Feedback (9 Green) + Monthly GrM Feedback (9 Green)
4. Customer feedback not available 2 months in a row
5. Customer feedback not available 2 months in a row

**G1. Team Management\*\* (Team Objective Setting/Tracking, Team Development Plan Setting/Tracking) : 10 %**

1. C + Objectives and Development plan review 3 times/Year
2. C + Objectives and Development plan review 2 times/Year
3. Objective and Development plan within 1 months for new joinees + Monthly team meetings and presentation of MSR to team
4. Objective and Development plan unavailable within 1 months for new joinees
5. Objective and Development plan unavailable within 2 months for new joinees

**G1. Group and Technical Competency : 10 %**

To be discussed