KRA 1:

Description: Learning KRA

Milestone Date: 31-03-2019 Weightage: 15 %

Performance Measure: (Classroom or eLearning training � Self and team Development (training) for all direct reports as per guidelines Contribution to White paper, RFP or RFI & conducting trainings)

Critical Incident:

Though I don’t have the bandwidth to go through these training recommended by Zensar, I have made a point to do a relevant training in Sterling OMS of my own investment. I have covered 10 Sessions so far and will complete the training before Mid or end of May. I believe this will be very helpful in my tenure here with OMS Projects

Exceeds expectation

1. Partly work on the requirement -
2. Prasanna

KRA 2:

Description: Revenue ($ M)

Milestone Date: 31-03-2019 Weightage: 10 %

Performance Measure: To achieve at least 80% of the Revenue Target set by the Practice Head in the mutually agreed Project engagements.

Self-Assessment Summary\*

All Project Margins, Projections and revenue details are maintained and shared with Finance, Upper Management at regular intervals without fail.

I own 3 projects singlehandedly for the above task - The Dev Project, Performance testing & Digital marketing Project

* Time utilized – for each resources

Critical Incident:

For the Dev project, I maintain the Budget and revenue margin calculations and the time lines of the resources. I was involved with team creating the Plan, creating the Project in PD and ensure that we are following the plan created. I have also gone out of the way to reach out through the sales team and pushed or followed up with them to ensure that revenue margin calculations are in line with the pricing team and the Sow is submitted to the client with all details on time. Also been a bridge between the sales team and delivery team to get all the required technical details for the SoW creation

Outstanding Performance

Description: Gross Margin

Milestone Date: 31-03-2019 Weightage: 15 %

Performance Measure: Average Gross margin (GM) for the delivery accounts managed by the delivery manager including allocations that can be controlled by the delivery Manager

I have always ensured that the management team, Finance gets all the required details on team. Been very keen on helping all with the Margin calculations. Always been on time with all the reports required. There is never an instance where I couldn’t provide them the required report at any given point in time.

Even for the previous SoW, when finance and Management team wanted to summarize all invoices raised, milestones recognized by finance, Expense raised be Zensar, the list of milestones and expenses status as in Paid or Pending by Client, I was able to provide all the details on time so they could take it to closure. I have done this task not just for the Dev Project but for also the Digital Marketing and performance testing project

- Technical manager

- Burn chart – of each and every resources

Outstanding Performance

KRA 4:

Description: Over all Talent Retention and associate engagement score for location

Milestone Date: 31-03-2019 Weightage: 10 %

Performance Measure: Retaining overall talent across the projects Managed by the delivery head and GPTW score for location

I have always played my role in retaining the talents at regular intervals. We have retained a critical resource twice and another one once. I kind of slip in the interest for them to continue and grow with Zensar

The same I have applied even with the contractors when they wanted to move out of the project, we have made all possible efforts to retain them and ensure we have good morale with in the team so they could enjoy work apart from all the pressure we have with the project

KRA 5:

Description: CSAT

Milestone Date: 31-03-2019 Weightage: 10 %

Performance Measure: To achieve a CSAT of 4.5 or more in the mutually agreed Project engagements from either internal or external customer as per the type of project executed.

We have never missed any timelines provided all the requirements and dependencies are met on time. Been monumental in following up with the team on individual basis to ensure the work is completed on time and also ensured that the follow up with the customers are also nit missed at any point in time. Though we have team which is shorthanded, have managed to deliver quality work on time.

I have successfully done all the above task for 3 different streams 0r Teams – OMS, WCS & UI. Each and every team had its own challenges or issues and I have ensured to all address all of them without any miss.

KRA 6:

Project reviews and timely deliveries

All Project reviews are done successfully on time. Ensured that WSR status is been sent to the client and ZENSAR every week.

All SQA and INFOSEC audits where followed up and completed on time without fail.

* Offshore
* Control – on the onsite
* Onsite partner

Outstanding Performance

Description: Business KRA

Milestone Date: 31-03-2019 Weightage: 20 %

Performance Measure: Align with the unit to collaborate on all ongoing revenue deals or customer POC's or POI or POV Evaluate existing ADS retail accounts for Sterling OMS Opportunities Reporting of Financial Number for existing Projects or Accounts of Sterling OMS

Have ensure that I play my part for all the current and future business related to Sterling OMS. I involve myself with procedures like recruiting new talents to build practice, pushing existing resources to refer more people to join us, hiring freshers and training them in OMS – I collaborate with various teams (like Training, RMG etc) to ensure these things happens as planned. Also given support for any new project and helping them as much as we could in creating PoC’s etc

I am coordinating with training, RMG team to ensure that G0s are allocated and also help them by being a bridge between the practice head and them to finalize the trainer etc. I was also supporting when there was request to us to provide the instance to the performance testing team and guide them with the basics to do a POC for a new customer. I was always available and open to help in any means possible

Outstanding Performance

New changes to be added to this file

Another change done