

Wissend Consultancy Services (WCS) - Rewards & Recognition

Award Criteria & Guideline

Wissend Star Performer Award will be bestowed on such staff members excluding Directors and Mgrs., Sr. managers and Team leaders who in any given year, have carried out the duties entrusted to him most promptly, diligently and exceptionally well. More specifically the criteria for conferring this award are

Metrics	Target
Productivity	120% and above
Quality	98% and above
QA	99% and above
Attendance	95% and above

CS & OUTREACH	
Metrics	Target
Productivity	100% and above
C-Sat scores	95% and above
Internal QA	98% and above
Attendance	95% and above

Lenova EMEA & Lenova Asia : Add on

Should be taking care of new/individual projects. Any Client appreciation is an added advantage.

Should be consistent in the above criteria throughout the assessment year.

Wissend Rookie Award will be bestowed on such staff members, who in any given year, have exhibited excellent performance in that year. He/she should have exhibited excellent performance. He/she should have been a team player and earned trust and respect of his colleagues. (0- 6 months)

The criteria conferring this are:

Productivity	100% and above
Quality	98% and above
QA	99% and above
Attendance	95% and above

Wissend Eccentric Award will be bestowed on such staff members He/she should have earned a reputation within the company of diligence and reliability.. Thinking out of box and adding value to the business and marked by the Bus in e mail/ communication.

Should have contributed something extraordinary by implementing Automation, Best Practices, Process Improvement. **Not applicable this is part of their responsibility unless its extraordinary achievement on which would be decided on case-to-case basis**

Wissend Quality Master award will be bestowed on the team of staff members who over a period of time, or in a particular year, have made a very significant contribution to the quality movement in Wissend. The team should have completed a special task or assignment, the completion of such task has resulted in visible contribution to the quality movement at Wissend in relation to the processes, work culture and systems. The criteria conferring the award

Only people who are having Quality as their primary responsibility to be considered for this Award.:

Quality (person's)	100% and above
Team First pass Quality (QA)	99% and above
Attendance	95% and above

Wissend Super Hero: This award will recognize individuals who have demonstrated exceptional leadership and made notable contributions in building a solid cohesive organization. This award shall be conferred on an individual who add value to the origination through one or more of the following

- ✓ Succession Planning, takes over the entire project with minimal guidance
- ✓ Going extra mile
- ✓ Proactively taking responsibility of a challenging situation and successfully executing an assignment in an adverse situation.

Front Runner/special mention award will recognize and promote individuals who have made a significant contribution to the organization over a sustained period of time. They have demonstrated the ability to think strategically, committed themselves to the business objectives of the company, created an innovative culture, developed a solution-focused workforce, set standard and benchmark for others

- ✓ For Leadership
- ✓ Going extra mile
- ✓ Should be Consistent

Long Service Award:

Employees completing 5 years and 10 years services shall be presented with trophy and some gifts, they will receive their awards during the last week of the quarter.

Employees completing 15,20,25 and 30 years shall be presented with trophy and certificates, they will receive their awards during the annual celebration of the year

Attendance Award

100% attendance for the period (3 months)

Guidelines

Assessment period for the award shall be 01 Jan to 31st Dec, award may be disbursed on quarterly/half-yearly- Annually

Only employees who have been in continuous service for the entire assessment period shall qualify for any of the award's categories.

Nominations for the particular category of the award for an individual shall be limited to three consecutive quarter only. However, the same individual may be nominated for the same category in the 4th quarter and the higher category in the 3rd quarter.

President, Directors of a particular function may be nominated only for outstanding Achievement Award.

The guidelines are subject to change from time to time as per the business requirements.

Unless approved by Associate Director, the grades of the nominees for various awards category shall be as follows:

Awards	Grades
Star Performer	All the Grades till B3
Rookie Award	All the Grades till B2
Eccentric Award	All the Grades till B4
Quality Master	All the Grades till B4
Super Hero	Grade B3 & B4
Front runner/Special Mention	Grade B5-B7
Outstanding Achievement Award	Grade B8-B12
Long service award	All the Grades
Attendance award	All the Grades till B7

Thanks, in anticipation.

Approved By

Senthil P
Associate Director