

PERFORMANCE AGREEMENT 2024



DIVISION	Customer Support
DEPARTMENT	Customer Care
UNIT	
JOB TITLE	Customer Care Supervisor

Objective: Ensure that targets are defined and agreed with the employee and communicate to the employee the employer's expectations of the employee's performance and accountability in alignment with the company's strategic focus for the Financial Year. The KPIs stated in this document shall form the basis for employees' monthly scorecard which shall be communicated accordingly.

Please note that the cumulative score of every individual will ultimately be read as the team's monthly performance.

	JOB KEY PERFORMANCE INDICATORS(KPI)	TARGET	WEIGHT	TIME BOUND OUTCOME (TURN AROUND TIME) 24hrs/48hrs/72hrs.
1	Supports the development and implementation of customer service policies. a. Conduct annual review of customer service policies by Q4. b. At least 2 strategic recommendations per annum to address identified gaps in customer service.	100%	10	Annually
2	Review and analyze CRM reports to identify areas of process improvements towards advising management. At least 1 process improvement recommendation on CRM per quarter.	100%	20	Quarterly
3	Assist in coordinating Customer Care activities franchise wise and resolve issues escalated to Head, Customer Care. a. Achieve minimum of 75% customer satisfaction rating monthly. b. 25% YoY reduction in number of complaints escalated to Head, Customer Care.	100%	20	Monthly
4	Coordinate on boarding programs for all new customers (MD and NMD). Nil infraction on approved on boarding program.	100%	5	As Required
5	Implement customer survey to measure customer satisfaction level for improved customer delivery. a. Conduct customer satisfaction surveys for key MD customers biannually. b. Conduct at least 2 mystery shopping campaigns per annum.	100%	5	Monthly/ Biannually
6	Liaises with relevant stakeholders in handling community related issues and engagements. a. Not more than 2 negative presses in a quarter. b. 50% year-on-year reduction in number of protest based on approved and executed remedial actions. c. Participate in at least 1 community engagement per month across the franchise.	100%	10	Monthly/ Quarterly
7	Prepares periodic and ad-hoc reports to relevant stakeholders. a. Periodic reports are to be submitted every Thursday of the week. b. Ad hoc reports are to be submitted 48hrs before the meeting. c. Nil error reports.	100%	20	Within Tipulated time in SLA
8	Carry out other sundry assignments that may be assigned by Head Customer Care. Within timeline stipulated by HCC.	100%	10	As Required
ERODERS				
<ul style="list-style-type: none"> 5% down for every 24hrs default in meeting timeline 5% down for noncompliance with HSE Standards. 				
BOOSTERS				
<ul style="list-style-type: none"> 5% up for all documented cost reduction initiative(s). 5% up for all positive activities not captured under this Agreement i.e. Process improvement, Projects, Training/training facilitator etc. 				