# Ali, Ahmad

Product Quality Analyst 1

Manager: Monika A Burrell

Evaluated By: Monika A Burrell

## Performance Rating

### Manager Overall Evaluation

Rating:      AE - Achieves Expectations

Comment:      Bosset has done very well in his first year with the organization. He role has posed a great many challenges and he has taken these in stride. He is very positive and wants to do the best job that he can. He is always willing to help and take on activities when presented. His areas of improvement include becoming more a more active participant in discussions and to advocate for himself and the process. The potential can be seen and will develop over time. Bosset shows great potential and just requires the right mentorship to continue to develop.

### Employee Overall Evaluation

Comment:

## Goals

### Online Certifications
### Become certified in another skill that will be useful for the company and my role at the moment

Utilizing Abbott's investment into online certifications, use LinkedIn learning to become certified in skills that would benefit the quality department and to make me a more qualified individual.

Due Date:      12/31/2021      Status:      Completed      Completion Date:      11/08/2021

Weight:      10

| Manager Evaluation | Employee Evaluation |
|---|---|
| Rating: **100%** | Rating: **100%** |
| Comment: The goal was met by Bosset completing the multiple courses to further his learnings. In addition to learning complaint handling for the Afinion 2 products, Bosset allocated time to complete course work as well as learning about LDX complaint handling and stability programs. | Comment: This year so far I have viewed a variety of lectures offered by LinkedIn learning. Some of these are simple such as 'The secrets to success at work'. Others I have seen are preparing me for future goals like the training 'Six Sigma foundations' which will help me become yellow belt certified and beyond.<br><br>My training that would be most useful for my position would be 'Data Analytics: Dashboards vs Data stories' which taught me how to present data in meaningful ways that would help others who are not familiar in my position to understand issues and trends. The Data Analytics also helped me understand data management and analytic tools such as PowerBI in creating cinematic |

presentations that would make interesting meetings.

One of the most technical skills that I gained came from 'Python for data visualization', this gave me more programming knowledge into Python and I gained knowledge in one of it's largest libraries Pandas. During the Python course, I learned how to import data, create data tables from that data, then graph the data; this includes learning how to visually manipulate data tables and graphs. Even further in the course I learned how to find trends and put figures and lines that would help interpret the data.

## Quality / Compliance:
1)Ensure no regulatory action taken that materially impacts the business
2) Return QI overdue metrics to Green by Q2 and improve average closure time by 10%
3) MDRs and Complaint Processing Times to meet AMR metrics for Green by end of Q2 and maintain until end of year
4) Improvement of product impact identification date to HHE decision by 10% over 2020.
5) CAPA timeliness at 95% on time, 95% CAPA effectiveness
6) Reduce Product Related NC's by 10% over 2020 baseline

1) Will achieve by having 0 late MDR reports in the year. Have no external audit findings that cause delays in production. Complete by 12/31/2021.
2) Complete any assigned QI actions on time.  Complete by 12/31/21.
3) Achieve AMR metrics by end of Q2 and maintain green for remainder of year.  Complete by 12/31/21.
4) Complete field action process actions on time. Timelines to improve from 2020.  Complete by 12/31/21.
5) All CAPA actions and status updates assigned to me will be completed on time. Complete by 12/31/21.
6) Do not contribute to non-conformances related to product. Complete by 12/31/21.

| Due Date: | 12/31/2021 | Status: | Completed | Completion Date: | 12/31/2021 |
| --- | --- | --- | --- | --- | --- |
| Weight: | 70 | | | | |

| Manager Evaluation | Employee Evaluation |
| --- | --- |
| Rating: **100%** | Rating: **100%** |
| Comment: 1) Had no contribution to late MDRs. 2) Did not have any QI actions assigned. 3) Oslo has been able to maintain green AMR metrics for the year. 4) No field action implemented were assigned. 5) No CAPA actions assigned. 6) Did not contribute to a non-conformance in the year. | Comment: I have no late reports and have followed the laws and regulations associated with Quality competently. I have no MDR's, no CAPA's, and no QI's that I have to resolve. I have positively impacted my groups metrics by doing closing large amounts of cases both old and new, and creating a steady workflow for the tasks that were assigned to me. In all the cases that I have done, none would be troublesome and would fully pass an audit. I am always vigilant in the trends of what is being reported and am careful in fully |

understanding issues. Overall I have always positively impacted the companies handling of complaints and have done my work well so that no negative contributions occur.

## Talent As A Growth Engine:
## 1) Achieve </= 1 recordable injury for 2021 for your site
## 2) Complete quarterly culture surveys
## 3) Achieve an average # of near misses reported per month of >/= 26 for ASD
## 4) Complete an average  # of safety ideas implemented per month of >/= 2 for ASD

1) Practice safety measures at the site to not contribute to a recordable injury. Complete by 12/31/2021.
2) Complete all site surveys.  Complete by 12/31/21.
3) 1 near miss / month for each individual.  Complete by 12/31/21.
4) 2 safety ideas per year.  Complete by 12/31/21.

| Due Date: | 12/31/2021 | Status: | Completed | Completion Date: | 12/31/2021 |
|---|---|---|---|---|---|
| Weight: | 10 | | | | |

| Manager Evaluation | | Employee Evaluation | |
|---|---|---|---|
| Rating: | 76% | Rating: | 90% |
| Comment: | 1) No recordable injuries or unsafe behaviors. 2) All culture surveys completed. 3) Goal of 4 near misses for the year was met. 4) No safety ideas were submitted for the year. | Comment: | I have followed all safety procedures and have been trained in a various safety scenarios, weather I am conducting tests in a lab or I am in an emergency I will be able to conduct myself in the best manner that preserves mine and others health and integrity. I have completed all culture surveys that have been assigned to me, providing useful feedback and being honest with what I see in this company and how to make it better. I have provided several cases of near misses, weather it is hygienic, not having proper information in dangerous areas, or the recklessness of others. I have yet to provide a safety idea because the facilities and environment are very well maintained making it difficult to provide an idea that would be meaningful. |

## Training and Resourcefulness
## 1) Become fully trained in my job requirements
## 2) Learn beyond the scope of my job requirements
## 3) becoming a useful asset for many areas of the company to utilize

To become trained in Complaints, Data, and Technology, growing into my role and being able to effectively handle many different projects.

| Due Date: | 12/31/2021 | Status: | Completed | Completion Date: | 12/31/2021 |
|---|---|---|---|---|---|

| Weight: | 10 |
|---|---|

| Manager Evaluation | | Employee Evaluation | |
|---|---|---|---|
| Rating: | 95% | Rating: | 100% |

| Comment: | Despite the challenges of working with a team that resides at a different location, Bosset has learned the complaint investigation process for Afinion 2 analyzers. He can improve by advocating for additional resources to strengthen his knowledge. He has a willingness to learn outside of his job junction which enhances his knowledge of the business and industry. | Comment: | I can do all the tasks assigned to me and I work well with others. I have received the ability to close cases within a short time frame, I have trained in two products LDX and Afinion. I am trained in handling Afinion complaints and have lab tested with LDX and received trainings on how to diagnose issues with the LDX. I also received training in data analysis helping the data team for the LDX measure controls and collecting the data for stability testing. I have been trained in a variety of software like Agile, Salesforce, Excel, and SQL. Beyond the scope of these positions I also had meetings with the manufacturing and repair units on my campus to further understand how the medical devices function and work, what typical issues are with the devices, and how manufacturing and repairs can impact complaints that are received. |

## Section Summary

| Manager Evaluation | | Employee Evaluation | |
|---|---|---|---|
| Calculated Rating: | 97.1 | Calculated Rating: | 99 |
| Rating: | 97% | Rating: | 99% |

# Capabilities

## Capability

## Abbott First - Individual Contributor

## Description

- Makes recommendations based on what is best for the organization - not oneself.
- Quickly recognizes, corrects and acknowledges own mistakes.
- Looks for ways to save time, resources and/or money.
- Is honest and forthcoming.
- Effectively balances competing priorities and deliverables.
- Balances meeting deadlines and quality.

| Manager Evaluation | | Employee Evaluation | |
|---|---|---|---|
| Response: | Bosset has a challenging role in which he supports a site that is located in another country. This has posed issues which include time zone, language, and culture differences. During his first year, he has had to learn about both working in a medical | Response: | I realize my role can have significant repercussions for the company if not done properly, that is why I always make sure to do my job correctly and to follow procedure as much as possible. Since I am new I recognize that I am not perfect and have |

device company and the quality culture. He has a clear understanding of the importance of his role and constantly works to improve. Bosset accepts feedback positively and is eager to improve. This shows his character and potential.

used the criticisms on my work to improve it rather than deter me. I always make sure that my work gets done on time and that I do everything else required of me such as trainings and group activities. I have balanced my main role and other activities that need to get done such as meetings. In my role I can work beyond my normal hours allowing me to always have my work completed and providing me with room to do other essential tasks.

## Capability

## One Step Ahead - Individual Contributor

## Description
• Uses facts and data to solve problems and make recommendations.
• Prioritizes work based on a deep understanding of customer needs.
• Embraces decisions once they are made.
• Raises concerns in a constructive way.
• Proactively provides input to potential decisions.

### Manager Evaluation

Response: Bosset has had to learn a large amount in his first year with the organization. Due to the challenges posed by working remotely from the site he supports, he is not given the opportunity to learn more the Afinion 2. He does take on opportunities presented by the San Diego site. Because he is still learning his role, he has been limited in his ability to anticipate issues or suggest improvements. However, he is committed to doing his job well and follows instructions that are provided. Being anticipatory will develop over time.

### Employee Evaluation

Response: My job as an investigator requires me to have data to back up all my claims, even if something can be assumed its best to always use definitive evidence. I am always cognizant that my job effects how medical systems around the world can be slowed by my abilities, so I make sure that I hone my skills to be able to quickly yet effectively do my job. I always adapt to the necessary changes given to me, to make sure that I am compliant with the law and am providing the best quality work I can. If I have concerns I will contact the appropriate channels, such as my manager, and will provide pure facts of what I think is wrong, if I think there are more efficient

## Capability
## Play to Win - Individual Contributor

## Description
• Responds eagerly to internal/external customer needs and shifting requirements.
• Suggests ways to align to and support the strategy.
• Challenges the status quo.
• Follows through on commitments.
• Challenges and motivates others to achieve results.

Response: Bosset is quiet by nature which can be misconstrued as being aloof. He is actively listening but chooses not to speak up for fear of being incorrect. He could improve in raising more questions about processes and challenging the manner in which things are currently being done. He has shown improvement in this area during recent months. Bosset cares about his job and performance which reflects in willingness to persevere during challenging times. His positive attitude and team focus influences those around him.

Response: I keenly come into work and provide everything that I can to a customer. I realize the constraints that I have but I always give even if I am close to crossing those thresholds. I have never said no to my work and have never abandoned a task that I have chose or have been given. I always do my best and others follow when they see someone who excels.

## Capability
## Powered by People - Individual Contributor

## Description
• Provides both positive and negative feedback to others as needed.
• Proactively works to improve skills or gain new knowledge or skills.
• Asks for feedback and uses it to take action.
• Shares relevant knowledge and wisdom with others.
• Seeks diversity of thought, opinion and approach.

Response: Bosset has been required to learned a lot over the past year. Due to newness to the organization, he has taken more of a role as the student and has yet to find his voice as a peer. He is engaged in conversations that extend beyond his current role but can build on this. He could improve by drawing parallels between his role and the discussion to be more of an active participant. This will be a point of development.

Response: Ever since I have got this role I have been learning and growing my skills. I have expanded my skills beyond my own responsibilities and have learned about other products and other roles within the company to have a broader perspective and skill set. I always ask my colleagues advice on how something should be done and tap into their knowledge to expand my own. I never refused anyone who asks for help.