


INTERSEC SECURITY COMPANY LTD

Personal Scorecard: BAZIMYA Saphani

S/No	Performance Metrics Description	Source of tracking	Assessment criteria	Weight	Q1	Q2	Q3	Q4	YTD Target
A	FINANCIAL PERFORMANCE								
1	To increase Profitability								
1.1	Total number of Security Solution Turnover	Flash report	Measurable involvement in departmental activities that generate turnover for security solutions by developing at least one simple platform per quarter to attract customers while demonstrating efficiency and agility in project execution.	10	553.0	571.0	590.0	340.0	2,054.00
1.2	% of revenues from Packaged solutions to Total SS Turnover	Quarterly report	Having a clear understanding of platform solutions that can facilitate tracking customers at risk of compensation, with a target of reporting at least 10 customers per quarter.	5	60%	60%	60%	60%	
1.3	% of turnover growth in business [Based on 2023]	Flash report	At least 90 % of measurable involvement in revenue producing that meets or surpasses established standards	5	90%	90%	90%	90%	
1.4	% of Reduced accumulated leave provision (days)	Quarterly report	At least 90% 0f reducing untaken leave days greater than 45 and less than 50	5	90%	90%	90%	90%	
	Total weight on Financial Performance			25					
B	CUSTOMER PERSPECTIVE								
2	To Improve Customer satisfaction								
2.1	Customer Satisfaction level (Minimum 15 samples/quarter)(GMS and other assigned tasks)	Quarterly report	Exhibits Honesty, integrity, and dedication in fulfilling job duties, maintaining a strong sense of loyalty to the company and its objectives.	10	98%	98%	98%	98%	
2.2	# of clients with on-site CCTV Monitoring and Alarm(Cumul. Residence)	Quarterly report	Measurable improvement in developing alarm system solutions involves enhancing various aspects of the system to ensure its effectiveness and reliability. This includes refining different components and functionalities.	10	100%	100%	100%	100%	
2.3	All sites/parade points in Kigali Ops areas to effectively use GMS	Quarterly report	100% GMS adoption by all Sites/Parade Points in Kigali Ops areas and Upcountry	10	90%	90%	90%	90%	
	Total weight on Customer Perspective			30					
C	INTERNAL BUSINESS PROCESS PERSPECTIVE								
3	To achieve accurate and timely reporting								
3.1	# Inter- Departmental review [Reviews / Quarter/Department]	Quarterly report	Foster positive working relationships with line manager and staff by collaborating effectively ,communicating and implementing assigned jobs respectively	10	100%	100%	100%	100%	
3.2	Max of 2% of unresolved complaints as per SLA	Quarterly report	Achieve 99% Internal SLAs/SOPs implementation .demonstrating an ability to identify , analyse and resolve GMS and other security systems work-related challenges efficiently,applying creative and practical solutions	5	99%	99%	99%	99%	
	% Internal SLA performance [Internal Survey]	Quarterly report	Clear collaboration with Human Resources in maintaining reliable attendance and punctuality, consistently performing at a high standard without significant fluctuations over time	10	100%	100%	100%	100%	
	Timely reporting in all department /Units	Quarterly report	Weekly reporting to the line manager on all work activities for the platforms being developed, including the coordination of GMS and other systems. Ensure that weekly reports are submitted on time, consistently meet or exceed output levels, and manage time effectively to complete and report tasks within set deadlines	5	80%	80%	80%	80%	
3.4	Risk Assessment and Mitigation	Quarterly report	Conducting regular risk assessments to GMS and other softwares, identifying vulnerabilities, providingrpvide training ratings and implementing mitigation measures can be tracked to ensure proactive security measures are in place.	5	90%	90%	90%	90%	
	Total weight Internal Businessperspectives			35					
D	LEARNING AND GROWTH								
4	To increase Human capacity								
4.1	# Initiatives on excellence in each department/unit	Quarterly report	Tracking measurable progress in acquiring new development ideas in relevant to security solutions.understand the responsibilities ,procedures and technical aspects required for the role ,applying this effectively to everyday tasks	5	100%	100	100	100	
4.3	Overall Staff satisfaction %	Quarterly report	employee involvement in company activity, adhering, to and complying with the HR policies and procedures, and avoiding any sign of warning letters or verbal warnings.Completing assigned task with client satisfactions	5	90%	90%	90%	90%	
	Total weight on Learning and Development			10					
	OVERALL SCORE			100					

Employee Name: BAZIMYA Saphani
Title: Security Solutions Developer
Date: 17/03/2025
Signature: 

Supervisor Name: Sam NDARUHUTSE
Title: Security Services Manager
Dates:
Signature:

Witness: Muzungu Shyaka Eric
Title: HRM
Dates: