



MAPS - Annual Appraisal 2023-24

Review Period 01/04/2023 - 31/03/2024



REVIEWER

Mukesh Kumar Tiwari (Manager), Somnath Nath (Reviewer)

Chandrakant Waingankar

Assistant Engineer
Position



Overview

Employee Details

Company	ACG Inspection Systems Pvt. Ltd.
Business Unit	ACGI
Department	Quality
Position	Assistant Engineer
E-mail	chandrakant.waingankar@acg-world.com
Grade	M09
Manager	Mukesh Kumar Tiwari

Mid Term Progress Summary

Mid Term Progress Summary

Previous Responses

Chandrakant Waingankar (Self)

Rated : On Track - **Review** : MAPS - Mid Term 2023-24 - **Date** : 16/10/2023

Mukesh Kumar Tiwari (Manager)

Rated : On Track - **Review** : MAPS - Mid Term 2023-24 - **Date** : 18/10/2023

Comments

Previous Responses

Chandrakant Waingankar (Self)

Review : MAPS - Mid Term 2023-24 - **Date** : 16/10/2023

On track

Mukesh Kumar Tiwari (Manager)

Review : MAPS - Mid Term 2023-24 - **Date** : 18/10/2023

On Track

Performance Review

Adherence to Compliance 1.ISO Audit 2.Internal Audit

to achieve Standard

Completion date
31/03/2024

Weight
5.00 %

Perspective
Future Enablement

Measurement Criteria	Description
Basic (4 points)	'3' NC's
Good (6 points)	'2' NC's
Excellent (8 points)	'1' NC's
Outstanding (10 points)	'0' NC's

Reviewer	Rating	Weight
Chandrakant Waingankar (Self)	10.00	5 %
Mukesh Kumar Tiwari (Manager)	9.00	5 %

Adherence to Quality & Test Protocols Preparation of testcases, On time execution and monitoring the sites issues

to deliver best quality and service to the customer.

Completion date
31/03/2024

Weight
15.00 %

Perspective
Execution Excellence

Measurement Criteria	Description
Basic (4 points)	Adhering the plan along with the roadmap and 20 days of releases
Good (6 points)	Adhering the plan along with the roadmap and 15 days of release
Excellent (8 points)	Adhering the plan along with the roadmap and 5 days of releases
Outstanding (10 points)	Adhering the plan along with the roadmap and ontime releases

Reviewer	Rating	Weight
Chandrakant Waingankar (Self)	10.00	15 %
Mukesh Kumar Tiwari (Manager)	9.00	15 %

Automation testing

to optimize the testing time and to increase productivity.

Completion date
31/03/2024

Weight
15.00 %

Perspective
Future Enablement

Measurement Criteria	Description
Basic (4 points)	50% of the test cases to be automated of all projects of ACGI
Good (6 points)	60% of the test cases to be automated of all projects of ACGI
Excellent (8 points)	70% of the test cases to be automated of all projects of ACGI
Outstanding (10 points)	80% of the test cases to be automated of all projects of ACGI

Reviewer	Rating	Weight
Chandrakant Waingankar (Self)	10.00	15 %
Mukesh Kumar Tiwari (Manager)	9.00	15 %

**Bug leakage less than 4 % ,Measured on inhouse issues raised v/s site issues raised
(Considered only the valid issues excluding all configuration, human error ,data correction
,invalid operations both inhouse and site)**

In order to achieve best quality product.

Completion date
31/03/2024

Weight
15.00 %

Perspective
Customer Focus

Measurement Criteria	Description
Basic (4 points)	Less than 12% bug leakage
Good (6 points)	Less than 8% bug leakage
Excellent (8 points)	Less than 7% bug leakage
Outstanding (10 points)	Less than 4% bug leakage

Reviewer	Rating	Weight
Chandrakant Waingankar (Self)	6.00	15 %
Mukesh Kumar Tiwari (Manager)	6.00	15 %

Closure rate of Customer Complaints and On time issue resolution

to provide excellent customer service

Completion date
31/03/2024

Weight
10.00 %

Perspective
Customer Focus

Measurement Criteria	Description
Basic (4 points)	95% issue resolution as committed date to customer
Good (6 points)	96% issue resolution as committed date to customer
Excellent (8 points)	: 97% issue resolution as committed date to customer

Outstanding (10 points)

More than 98% issue resolution as committed date to customer

Reviewer	Rating	Weight
Chandrakant Waingankar (Self)	8.00	10 %
Mukesh Kumar Tiwari (Manager)	8.00	10 %

Cost of poor quality (COPQ)

To reduce the Cost of poor quality (COPQ)

Cost of poor quality (COPQ) is defined as the costs associated with providing poor quality products or services.

1.Jira issues raised from site in No.s (Jira) (1. 4M - 15% reduction of 2022-23, 2.6 M-20% reduction of 2022-23,8M -25% reduction of 2022-23 , 10M - 30% reduction of 2022-23)

2.Jira Issues raised from inhouse and its marked as a not bug-QA (1. 4M - 5% reduction of 2022-23, 2.6 M-10% reduction of 2022-23,8M -15% reduction of 2022-23 , 10M - 20% reduction of 2022-23)

3. Monitoring & resolution cost of Site issues (Jira major & minor) - Service:-Monitor data on Month on Month basis for creating a baseline by Sept 2023 and reduce 10% COPQ value in second half)

Completion date	Weight	Perspective
31/03/2024	10.00 %	Execution Excellence

Measurement Criteria	Description
Basic (4 points)	85% of plan
Good (6 points)	90% of plan
Excellent (8 points)	95% of plan
Outstanding (10 points)	Conforming to 100% of the plan

Reviewer	Rating	Weight
Chandrakant Waingankar (Self)	8.00	10 %
Mukesh Kumar Tiwari (Manager)	8.00	10 %

Customer Effort Score of ACGI

In order to drive Customer centric culture in ACGI

Completion date	Weight	Perspective
31/03/2024	5.00 %	Team Enablement

Measurement Criteria	Description
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Basic (4 points)	CES Avg score of 4.5
Good (6 points)	CES Avg Score of 4.6
Excellent (8 points)	CES Avg score of 4.7
Outstanding (10 points)	CES Avg score of >4.7

Reviewer	Rating	Weight
Chandrakant Waingankar (Self)	10.00	5 %
Mukesh Kumar Tiwari (Manager)	9.00	5 %

Product Documenation -Ontime Documenation releases for 1.L4 - manual and automation script, 2.ACG Cloud life sciences, 3.All Server Projects

To keep track and record of projects and to record the operating procedure for that particular releases.

Completion date	Weight	Perspective
31/03/2024	10.00 %	Future Enablement

Measurement Criteria	Description
Basic (4 points)	Adhering the plan along with the roadmap and 3 days of releases
Good (6 points)	Adhering the plan along with the roadmap and 2 days of release
Excellent (8 points)	Adhering the plan along with the roadmap and 1 days of releases
Outstanding (10 points)	Adhering the plan along with the roadmap and ontime releases

Reviewer	Rating	Weight
Chandrakant Waingankar (Self)	8.00	10 %
Mukesh Kumar Tiwari (Manager)	8.00	10 %

Product Training, Troubleshooting manuals for Issue resolution, in case of errors

to Provide quick support and optimize the problem resolution time.

Completion date	Weight	Perspective
31/03/2024	5.00 %	Future Enablement

Measurement Criteria	Description
Basic (4 points)	80% Completion of activities By Feb 2024
Good (6 points)	90% Completion of activities By Feb 2024
Excellent (8 points)	Completion of all activities by March 2024
Outstanding (10 points)	Completion of all activities by Feb 2024

Reviewer	Rating	Weight
Chandrakant Waingankar (Self)	10.00	5 %
Mukesh Kumar Tiwari (Manager)	9.00	5 %

Reproduce the site issues

to identify the root cause and rectify the problem/ issue at earliest.

Completion date 31/03/2024	Weight 10.00 %	Perspective Execution Excellence
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Measurement Criteria	Description
Basic (4 points)	94% issues reported from Site must be reproduced
Good (6 points)	96% issues reported from Site must be reproduced
Excellent (8 points)	98% issues reported from Site must be reproduce
Outstanding (10 points)	all the issues reported from Site must be reproduced

Reviewer	Rating	Weight
Chandrakant Waingankar (Self)	10.00	10 %
Mukesh Kumar Tiwari (Manager)	9.00	10 %

Appraisal Summary

Comments

Comments:

Chandrakant Waingankar (Self) :

Hoping to receive best rating on the basis of my performance and by also being adhered to our organization Caring, Collaborative and Progressive values

Mukesh Kumar Tiwari (Manager) :

Need to work more on Automation Script and Focus more on Quality & Timely Delivery of Projects.

Summary

Overall Rating

MAPS - Annual Appraisal 2023-24

Chandrakant Waingankar

83

	Self Appraisal	Appraisal Approver
Mid Term Progress Summary	N/A	N/A
Performance Review	9.00	8.00
Evidence Attachment	N/A	N/A
Appraisal Summary	N/A	N/A
Overall	88	83