

PERFORMANCE APPRAISAL (ADDITIONAL QUESTION – TEAM LEADERS & MANAGERS)

EMPLOYEE NAME	AMALIA QISTINA ZULRUSHDY	CURRENT POSITION TITLE	R&D LAB TEAM LEADER
SUPERIOR/MANAGER NAME	KIRUBA	DEPARTMENT	INNOVATION
REPORT DATE	18/12/2024	EMPLOYMENT DATE	16.11.2020

Please take a moment to complete all questions within 15 minutes. You are welcome to fill out the form in either Bahasa Melayu or English, based on your preference.

1. Team Development & Growth

Question : How do you approach developing your team members' skills and careers?

Example:

Development Strategies - I implemented a skill-sharing program where team members teach their expertise to others, resulting in 40% more cross-functional capabilities.

Career Growth - I created individual development plans with each team member, leading to 3 promotions within the team last year.

Answer : I approach ~~with~~ Development with ~~each~~ Each person different strategies but same objective. I split two parts, individual & team. For individual, I start with problem solving training with each of them and slowly incorporating critical thinking skills to the tasks given. When I see 50% able to solve tasks independantly on their own, I'll start them working cross-functional team and monitor their progress and give feedback on each tasks they were handling at the moment.

2. Performance Management

Question : How do you handle performance variations within your team and ensure consistent high quality?

Example:

Performance Monitoring - I introduced weekly metrics reviews and collaborative problem-solving sessions, improving team productivity by 25%.

Addressing Challenges - I worked one-on-one with a team member to identify barriers, resulting in their performance improving from bottom 20% to top 30%.

Answer :

- Monitoring 1 to 1 with a team member. For Sarah & Najwaq I have biweekly meeting to understand their challenge and provide feedback on how each of them can work together.
- Weekly meeting with separate team members on each project they handling, teach and guide them to approach their tasks.
- Provide clear timeline and objective of my expectations towards tasks I gave to them. If one member fall behind, I will change my method depending on their pace learning.

PERFORMANCE APPRAISAL (ADDITIONAL QUESTION – TEAM LEADERS & MANAGERS)

3. Strategic Planning & Execution

Question : How do you translate organizational goals into actionable team objectives?

Example:

Goal Setting - I break down annual objectives into quarterly milestones and weekly targets, making them more manageable and measurable.

Execution Strategy - I implemented a visual project tracker that improved goal completion rates by 35%.

Answer :

- I make break down tasks with specific phase I want to achieve with ~~specific~~ the due date and critical level. I also have visual tracker, if we went ^{or almost} overdue, it will alert the team on ~~stages~~ ^{our current} stage.
- I use Kaizen process with team members and each project has their specific files to track the progress

4. Change Management & Innovation

Question : How do you lead your team through organizational changes and encourage innovation?

Example:

Change Leadership - I led my team through a digital transformation by creating a clear roadmap and addressing concerns proactively.

Innovation Culture - I established monthly innovation workshops that generated 12 implementable process improvements last quarter.

Answer :

I encourage my team to openness and constructive feedback as a part of the growth. I encourage team members to freely give suggestion, sharing ideas and ~~pers~~ their perspectives and accept positive criticism from everyone to foster innovative culture and more creativity exploration with the team members. By this I can culture strong team works between team members. I also encourage them to learn/read something new or selected topics for them to think and upskill their creative thinking.

5. Conflict Resolution & Team Dynamics

Question : How do you maintain positive team dynamics and resolve conflicts effectively?

Example:

Team Culture - I introduced regular team-building activities and recognition programs, reducing turnover by 40%.

Conflict Management - I implemented a structured conflict resolution process that helped resolve 90% of team conflicts internally.

Answer :

I listen ~~and~~ to their stories, give positive feedbacks or resolve their problems by giving my views. I also acknowledge the problems and try to solve it to avoid recurrence issue.

I encourage team members to make decision when they are calm and always give solution / ~~to~~ how to tackle the situation. ~~on how they should do~~.

PERFORMANCE APPRAISAL (ADDITIONAL QUESTION – TEAM LEADERS & MANAGERS)

6. Resource Management

Question : How do you optimize team resources and manage workload distribution?

Example:

Resource Allocation - I created a skills matrix to better match team members with projects, improving delivery times by 20%.

Workload Management - I implemented a capacity planning tool that reduced overtime hours by 30%.

Answer : I have masterlist of resources that can be access by team members
and I have segregation template task where my team can use
it and visualize their on-going tasks and available resources. I also
weekly review my masterlist to see ~~and~~ any imbalance of workload
distribution.

7. Communication & Stakeholder Management

Question : How do you manage communication within your team and with other stakeholders?

Example:

Internal Communication - I established a multi-channel communication framework that improved team alignment scores by 45%.

Stakeholder Engagement - I created monthly stakeholder updates that increased cross-departmental collaboration by 60%.

Answer : I established specific communication channel ~~with~~ like example
Lab Testing Progress, Shelf-Life Studies, UHT. etc with all
stakeholders involve and update the progress there. This to
ensure traceability and everyone ~~the~~ progress in the projects.