

## PERFORMANCE APPRAISAL (ADDITIONAL QUESTION – TO ALL STAFF)

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SUPERIOR/MANAGER NAME	<i>Illyin</i>	DEPARTMENT	<i>QA/QC</i>
REPORT DATE	<i>16 December 2024</i>	EMPLOYMENT DATE	<i>01 April 2024.</i>

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. Communication

**Question :** Can you share a significant achievement or challenge you faced at work this year, and how you approached it?

**Example:**

**Example Achievement -** I led a project that reduced customer complaint response time by 30% through workflow optimization.

**Example Challenge -** I managed two overlapping projects by prioritizing tasks, delegating effectively, and setting clear deadlines.

**Answer :** Achievement : i) Improved <sup>& supervise</sup> QA/QC process to be more organized <sup>created</sup> proper records etc.  
 ii) Handle & fulfill customer's request - third party applications.  
 iii) Smooth communication with manufacturer to ensure smooth production - document request etc.

Challenge : i) New customer, new country, new regulations - need more reading & knowledge  
 ii) New product (MHT), new process - need more reading & knowledge

### 2. Present Engagement

**Question :** What aspects of your current role energize you the most, and what areas could be improved?

**Example:**

**Energizing Aspects -** I love brainstorming solutions for operational challenges because it allows me to think creatively.

**Areas for Improvement -** I feel we could improve communication during team projects to avoid duplication of work.

**Answer :** Energizing with  
Energizing aspects : Goal-oriented & teamwork.

Areas for improvement: Clear goals & team awareness of the goals.

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### 3. Learning & Development

**Question :** What new skills or knowledge have you gained recently, and how have they helped you in your role?

**Example:**

**Skill Examples -** I completed a course on project management, which helped me streamline team workflows and meet deadlines more consistently.

**Application Example -** After learning advanced Excel, I created an automated reporting dashboard that saves our team hours each month.

**Answer :** Enquired information for Iraq's import/export process, hence learn on the process – MoFA, Iraq Embassy.  
Application : registration.

### 4. Team Dynamics

**Question :** How do you contribute to building strong relationships within your team, and how do you manage conflicts?

**Example:**

**Building Relationships -** I regularly check in with team members to understand their workload and offer help where needed.

**Handling Conflicts -** I mediated a disagreement between two colleagues by listening to both sides and suggesting a compromise that worked for everyone.

**Answer :** Building relationships : Get my job done, hence no hiccup or delay for teammates to do their tasks - inter department tasks.  
Handling conflicts: Understand the root cause, then find solutions.

### 5. Future Goals

**Question :** What goals or projects excite you for the coming year, and how do you plan to achieve them?

**Example:**

**Exciting Goals -** I'd like to lead a cross-departmental project to improve customer satisfaction scores by implementing new CRM tools.

**Plan to Achieve -** I've already started researching CRM platforms and plan to enroll in a course on customer experience management.

**Answer :** Variety of customers and manufacturer from other country so we can learn & have wide knowledge & experience gain from them in regulatory matters.  
Engaging  
Plan to achieve by