

PERFORMANCE APPRAISAL (ADDITIONAL QUESTION – TEAM LEADERS & MANAGERS)

EMPLOYEE NAME	Karthika	CURRENT POSITION TITLE	Dietitian (Leader)
SUPERIOR/MANAGER NAME	Kiruba	DEPARTMENT	Innovation
REPORT DATE	18/12/2024	EMPLOYMENT DATE	01/12/2020

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 :

Get team members to explore a different scope and new scope to identify their strengths. This will provide some challenge for them to explore something new. For example, getting involved in customer engagements or new project involvements like Spray Dry and UHT.

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 :

We have a weekly review on movements and tasks on hand, if one member has too much, I will delegate the job to others. Also, when they have any challenges in doing some tasks, I have a open space for discussion.

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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 :

Break down the goals into smaller measurable tasks like on raw material sourcing or customer ~~to~~ orders.
However, clearer objectives are required for me to be able to guide the team.

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 :

When customers comes to us with new ideas, we have a discussion to know about it, either the ingredients they suggest or during supplier meetings if they highlight on certain ingredients or trends, we look into it ~~and~~ to understand.

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 :

Having an open discussion can help this. Conflicts rarely happen within the team.
Interdepartment communications ~~and~~ can be improved.

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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 :

Weekly review on individual tasks and delegation of tasks.
This will ensure no member is overwhelmed. In the case some additional tasks comes in upon planning the week, I will look into the tasks based on priority

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 :

Having a group and any work related matter will be discussed in the group to ensure every team member is aware of the project movements. Besides, weekly meetings also help ~~to~~ other members to understand all projects updates, and in case the PIC is not around, someone else can take over.

Communications across department can be improved. There is ~~lack of~~ a gap where we are not very aware of projects updates.