



UNO NUTRITION SDN. BHD.

PERFORMANCE APPRAISAL (ADDITIONAL QUESTION – TO ALL STAFF)

EMPLOYEE NAME	NORZAHIRAH BT ZINEL	CURRENT POSITION TITLE	ACCOUNT EXECUTIVE
SUPERIOR/MANAGER NAME	YAW SIEW FONG / THIAN SEONG YEE	DEPARTMENT	FINANCE
REPORT DATE	17/12/2024	EMPLOYMENT DATE	1/6/2021

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 : Challenge : timeliness and leadership .
Timeliness - when others submit their data late, sometimes it redundant with my plan-to-do task. Thus, I always make sure no pending task on hand to ensure smooth process .
Leadership - It was my 1st experience handling an assistant . So, I asked advice from Hanan on leadership .

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 : Aspect energize me the most - doing data analysis

Areas could improve - financial forecasting
- financial analysis .

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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 : New skills gained - communication skills handling 3rd parties
(lawyer, financial analyst)

Application - I have learn to communicate and apply it whenever situation that needs me to be confident (meeting with financial analyst)

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 relationship - Sometimes, I will ask Me Yaw if I could help her where needed, exchange opinion or asking advice from her.

Handling conflicts - Reflecting both ^{point of view} ~~opinions~~ whenever we have different opinions, and find ways to solve it together.

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 : Exciting goals - Since my job scope is repetitive, monthly and yearly, so my goals are always to be better in financial knowledge, less error and gain new things or experience.

Plan to achieve - ~~to be more open~~ I have started to be more organize and checking any data that needs my attention to avoid more error before audit process.