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PERFORMANCE APPRAISAL (ADDITIONAL QUESTION – TO ALL STAFF)

EMPLOYEE NAME	SITI SURYANI BINTI SALEH	CURRENT POSITION TITLE	QUALITY CONTROL EXEC
SUPERIOR/MANAGER NAME	ILLIYIN & FAEZNUR	DEPARTMENT	QAQC
REPORT DATE	17/12/2024	EMPLOYMENT DATE	07/11/2022

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 :
- I communicate with external lab's pic that test helps us to get cheaper/package price for tests of new projects such as 4FT and sustein om.
- I managed to compare few prices and request for discounted price. Hence, few tests prices has been reduced by the lab.

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 :
- As part of quality team, I do checking most of the time and I always pay attention to details such as raw material's abnormality either in CoA or packaging. Hence, I am more alert on my task.
- I feel that we could improve on communication within departments to ensure that all workflow is smooth especially if there's deadline involves.

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   :   - I believe that I have improved in communication skills either with external pic or between departments. I have learned that it is important to follow up of certain task either through email or verbally.
- I have learned few Excel 'tricks', that reduced my time in completing task such as internal lab report, such as finding specific information in the Excel.

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   :   - I make sure to help my team ~~in te~~ In term of lab tests or sensory if it is urgent and their workload is too much.
- Some conflicts rise when both parties are in distress. Hence, as a team, what can I offer to help is to hear their feelings to ease ~~w.~~ their anger. At the end, I would try to give few advices to make sure they are in good terms.

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   :   - I'd like to join training such as Halal and HACCP training to sharpen my knowledge on both topics.
- I have looked into few classes offered by SGS and would propose to ~~suggest~~ the management.