

PERFORMANCE APPRAISAL (ADDITIONAL QUESTION – TEAM LEADERS & MANAGERS)

EMPLOYEE NAME	ILLYIN BINTI MOHD AKER	CURRENT POSITION TITLE	QA EXECUTIVE (LEADER)
SUPERIOR/MANAGER NAME	DIMALINA HANAN	DEPARTMENT	QA/QC DEPT
REPORT DATE	18/12/2024	EMPLOYMENT DATE	15/10/2018

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 :

- ① Usually I have one-to-one session with my team member to understand their goals, passion, and interest what they want to learn and advance their career (skills).
- ② ~~My~~ My team member always ask directly for my guidance on how to solve problem & task completion (for complex task)
- ③ During one-to-one session, I give them openness to request and honest with their career development plan.
- ④ Every year / every quarter, I will introduce to my team ~~their~~ new challenge & new training / knowledge.

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 :

- ① ~~We have~~ Starting 2024, we had start develop a ^{details} masterlist for all ^{main} ~~QA~~ ~~QC~~ like complaints, lab testing, internal testing, sample retention, ~~with~~ CCF and many more for traceability on the timeline & status.
- ② Starting 2024, we had improve our report ~~such as~~ with more traceable and presentable, such as lab report, external report. ~~we can see batch~~ For example we can see batch to batch discrepancies on each production.
- ③ When we had challenge, we had a meeting with brainstorming ideas from each team members to ensure we solve it to determine root cause, corrective action & how to improve in future.
- ④ The ~~for~~ latest few years, we had reduce a lot of complaint receive compared to when we started as we had been stringent on our quality ~~aspect~~ aspect & screening (example raw mat screening, changes raw material, production process, etc).

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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 :

- ① Based on operating goals receive from hanan, ~~we~~ QA/QC team have team's goals & objective, and also individual goals. ~~from here to match~~ to match with main objective set. From here, we set each ~~task~~ timeline, datelines & target completion.
- ② Each week, ~~gathering will be only~~ on Monday morning, QA/QC have weekly meeting to update each task – ensure no missed out ~~from task~~ & discussion on how to solve certain problem if ~~not~~ cannot be solved, ~~this task~~ delivered of task ~~will be done here~~ will be done as well.
- this improve ~~efficiency~~ efficiency of each team member & ensure they are not loss on track. No complaint receive ~~from other dept~~ on my team regarding their deliverable work.
- ③ Every end of year, new goals will be deliver to my team with KPI & timeline.

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 :

- ① Be transparent & open to my team member – always make them tell their concern – work related / conflict with other department ~~from this~~.
- ② Encourage my team to tell their passion, knowledge they want to learn & things they interested.
- ③ Continues monitor & ~~adjust~~ improve our process – example:
 - ① detailed masterlist that can monitor lead time, timeline, ② ~~the~~ Improved process & document presentation for more presentable.
 - ④ Immediate improvement done to our process whenever necessary.

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 :

- ① ~~When~~ Whenever there's conflict within team member, I ~~have~~ will directly approach them and hear their disagreement / disappointment and then ~~we~~ I will ~~advise~~ give advice to them on how to solve ~~the~~ the issue.
- ② I always ensure my team member understand, learn from other perspective to solve conflict within team member / external
- ③ ~~the~~ Throughout 2024, no turnover from QA/QC team. and we had maintain ~~with the same~~ ~~from~~ almost ~~4-5 years already~~ 3-4 years already.

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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 :

- ① ~~Review~~ Ensure they understand priority - urgent, important, etc
- ② Give them timeline ~~for~~ urgent task
- ③ Monitor their task based on masterlist, checklist, weekly meeting
- ④ One-to-one sessions to identify problems, improvement needed, challenges, knowledge ~~area~~ required.
- ⑤ Discussion within ~~team~~ department for problem solving (complex task).
- ⑥ Task given within team member - complete on time / justification if unable to complete within time given.

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 :

- ① Weekly meeting - to discuss on conflict with external/customer, avoid miss communication
- ② Direct advice - when necessary.
- ③ Gather information to ensure ~~understanding~~ ~~first~~ within the team understand the task given before communicate with external/customer
- ④ Black & white communication - email, whatsapp - in written.
- ⑤ ~~Ensure Review~~ Overview all communication team member with external/customer.
- ⑥ Throughout year 2024, ~~no miscommunication~~ ~~reduces~~ less communication issue within QAQC with external/customer.