



# UNO NUTRITION SDN. BHD.

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

EMPLOYEE NAME	MURUC SYAFIQAH MAZLAN	CURRENT POSITION TITLE	ADMIN ASSISTANT
SUPERIOR/MANAGER NAME	AMALMAHANAN	DEPARTMENT	HR
REPORT DATE	16/12/2024	EMPLOYMENT DATE	7/12/2023

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 managed to plan and execute some company event this year. This allow me to communicate with internal & external parties in order to coordinate those events.  
Challenge - I faced some challenges of planning and executing the event on a limited budget without compromise the quality. However, this challenge sharpen my prioritization and negotiation skills in order to get better rates with best quality.

### 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 Aspects - I enjoy my roles especially interacting with external parties because it allows me to have further discussion in order to get better decision. Apart from that, I also enjoy whenever I was exposed with new things that I've never learned before.  
Areas of Improvement - Some task like manual data entry can be time-consuming. Introducing more automation can help me to save time and allow me to focus on other strategic tasks.

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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 :** Skill - I recently learned how to navigate and apply for HRBF Funding deeply and precisely which help me to identify eligible training programs for our team.

Application - I can now effectively source and apply for training funding by reducing unnecessary cost for employee development.

### 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 - I maintain transparent and open communication with employees, ensuring everyone feels heard and valued.

Handling conflicts - I listen to all parties involved in the conflicts in order to understand their concern and perspective before take any action.

Plus, I ensure action taken are still align within company policies and expectation.

### 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 - I plan to launch an engagement programs / activities which focus on work life balance, recognition or any team building programs to boost morale and retention.

Plan to achieve - I'll gather employee's feedback, introduce initiatives based on their preferences, and feedback to ensure the programs are well received and effective.