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| |  | | --- | | **[KRAs & Goal Plan FY 2024-25](https://fa-ewji-saasfaprod1.fa.ocs.oraclecloud.com/hcmUI/faces/FndOverview?fnd=%3B%3B%3B%3Bfalse%3B256%3B%3B%3B&fndGlobalItemNodeId=itemNode_manager_resources_CareerandPerformance&_afrLoop=22244890885146717&_afrWindowMode=0&_afrWindowId=1117q5wy1q&_adf.ctrl-state=1dojexle2b_3344&_afrFS=16&_afrMT=screen&_afrMFW=1280&_afrMFH=665&_afrMFDW=1280&_afrMFDH=800&_afrMFC=8&_afrMFCI=0&_afrMFM=0&_afrMFR=144&_afrMFG=0&_afrMFS=0&_afrMFO=0" \o "KRAs & Goal Plan FY 2024-25)** | |
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Analytical Thinking & Problem Solving (PM)

Approaching a problem by using a logical, systematic, and sequential methodology. Ability to identify discrepancies and propose optimal solutions.

Communication (PM)

Ability to effectively articulate and convey thoughts and goals in a clear and concise manner - both verbal and written - to clients, colleagues, subordinates, and supervisors.

Customer Orientation (PM)

A strong desire of meeting internal and external customer needs to ensure optimum customer satisfaction.

Delivery Excellence (PM)

Extent to which service meets the customer's needs and expectations. Auditing processes, and implementing best practices and process improvements, effectively utilizing the frameworks and tools available

Domain Expertise (PM)

Possessing in-depth functional knowledge of the process area and applying it to operational scenarios to provide effective solutions.

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| Initiative (PM)  Ability to be self-directed and take proactive actions by seizing opportunities. |  |
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People Management (PM)

Ability to effectively lead, control, and motivate a group of individuals towards achieving common goals and company objectives.

Teamwork (PM)

Ability to actively solicit inputs and views from other members to achieve combined results.