PERFORMANCE REVIEW LETTER

H1'23

To,

undefined

Date : 31st Aug 2023

Overall Performance :

We are pleased to extend this performance letter for your commitment towards our mission to achieve Same-Day Delivery in India. You have performed with utmost **Ownership** and have raised the bar to work backwards to meet the customer needs.

We truly believe in challenging the status quo of the eCommerce brands. The way to do this is by building scalable technology, low-cost infrastructure & easy to use products that we're proud to recommend to our friends & family.

Market is changing rapidly, that means the user behavior is also changing. The only way to win in this rapidly changing environment is by consistently innovating & solving the problems of our customers.

Since inception we've worked upon numerous products & Same-Day Delivery is the one of the few products that we're proud of & believe that we'll innovate & further launch new products. The larger impact would touch 10,000+ brands by enabling them faster deliveries & empowering 10,000+ micro-entrepreneurs (franchises) providing livelihood to 1,00,000+ delivery partners.

Let's be the most customer centric company on this earth.

Mayank Varshney

Co-founder & CEO,

Blitz

blitz

SELF EVALUATION RESULTS:

	Customer Obsession	Bias for Action	Ownership	Insisting on Highest Standards	Cumulative
Self					NaN
Peer Rating	3.50	3.75	3.00	4.00	3.50

Performance Rating Index

Rating	Meaning	Performance Bonus %
1.0	Poor	0.0%
2.0	Improvement	0.0%
3.0	Good	10.0%
3.5	Good+	12.5%
4.0	Great	15.0%
4.5	Great+	17.5%
5.0	Outstanding	20.0%

Self Responses:

Peer Responses:

How would you rate the team member on "Customer Obsession"?

Pranjal Dixit: ★★★

Iqbal Akram Chaudhary: ★★★★

Mayank Varshney : ★★★★

Yash Sharma: ★★★

Highlight a few instances of why you gave the team member a particular rating in "Customer Obsession"

Iqbal Akram Chaudhary: Need to understand more on customer experience

How would you rate the team member on their "Bias for Action"

Pranjal Dixit: ★★★

Iqbal Akram Chaudhary: ★★★★

Mayank Varshney : ★★★★★

Yash Sharma: ★★★

Highlight a few instances of why you gave the team member a particular rating in "Bias For Action"

Iqbal Akram Chaudhary: Need to be Proactive instead of defensive to ensure we as a team deliver

How would you rate the team member on "Insisting on Highest Standards"

Pranjal Dixit: ★★

Iqbal Akram Chaudhary: ★★★★

Mayank Varshney : ★★

Yash Sharma: ★★★★

Highlight a few instances of why you gave the team member a particular rating on "Insisting on Highest Standards".

Pranjal Dixit: Ops Excellence and Process Adherence is still very bad in both Delhi and Mumbai.

Iqbal Akram Chaudhary: Should be actively working for Companies goal instead of city goal

How would you rate the team member on "Ownership"

Pranjal Dixit: ★★★

Iqbal Akram Chaudhary: ★★★★★

Mayank Varshney : ★★★★★

Yash Sharma: ★★★

Highlight a few instances of why you gave the team member a particular rating on "Ownership"

Pranjal Dixit: Mumbai is also his city, still excessively focussed on Delhi.

Iqbal Akram Chaudhary: As a Zonal head , taking all cities driving factor to scale up

What should this person do differently?

Pranjal Dixit: He's the zonal head of 2 cities now, not just one city. Needs to rise up to that. Needs to get over doing things for the optics of it, instead needs to consider their impact. This drives him to only answer to either of Yash and Mayank and not to other members, which is very evident from messages on groups put up by accounts and support teams. Also drives him to excessively focus on things going good while hiding metrics going bad. [Closure of missing shipments at D+3 doesn't mean that we need to forcibly mark things lost, lost at Delhi was upwards of 75K in June]

Iqbal Akram Chaudhary: Instead of being defensive should be open to feedback and deliver the best

Mayank Varshney : Energy is Amazing! Keep it up! Build more operational excellence. A great quality work is here to stay & will always reap long term benefits. Darkstore, last mile, middle mile, analytics reports, whatsapp communications, etc. Build more controls with operational excellence. Each & every order journey / order handover should have clearly defined process that's scalable as well as trackable. like, rider reporting at the hub, COD & Failed recon at designated location, uniform for darkstore & last mile teams, etc.

Yash Sharma: 1. Start focussing upon customer needs in addition to the BAUs, you have to on the lookout for the problem statement of the buyers & how it can be solved. 2. Bias for action has been low, mid-mile from delhi to mumbai has become a challenge no actions being done to start this. 3. Mumbai is still a pain , ownership lacking in mumbai region , your focus solely becomes Delhi, whereas the expectation is to lead jaipur , mumbai, delhii & jammu