

Conf. Appraisal-Goal Document

Define Criteria - Completed

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Manager: Saravanan Kannimuthu
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Section 1 - Delivery Excellence

Delivery Excellence will be evaluated by: Employee, Manager

Delivery&process-Quality Work

Description :

Adherence to SLA / KPI / metric goals (Supervisor defined) (eg. Defect Density, # of re-open incidents / requests)

Measurement :

Weight: 13%

Delivery&process-Timeliness

Description :

On time resolution of tickets (eg. Avg. resolution time, Avg. response time)

Schedule & Effort Variation requests (Operational Changes and enhancements)

Measurement :

Weight: 13%

Delivery&process-Productivity

Description :

Productivity : (eg . # of tickets / Operational Changes / enhancements completed vs assigned)

Measurement :

Weight: 14%

Personal - Self Development

Description :

Completion of learning plans & certifications

Acquiring technical/domain certifications outside of work area

Measurement :

Weight: 30%

Customer - Customer Satisfaction

Description :

Escalations on tickets / requests / Operational changes / enhancements completed (eg Zero or # of escalations)

End User Satisfaction Score

Measurement :

Weight: 10%

MBO

Description :

BU specific KPIs

Ability to independently perform tasks allotted without supervision (eg. : Ticket resolution)

Measurement :

Weight: 20%

Delivery Excellence Summary

Section Weight: 100%

: Manager's comments are not shared