Employee Name : Shilpa SarkateManager's Name : Shilpa Sarkate
Goalsheet Approval Date : 09-Dec-2016

KRA Category : Customer
KRA Weightage : 20

Key Performance Indicator (KPI) description	Unit	KPI Weightage	Value	(1) Unsatisfactory Performance	(2) Needs Improvement	(3) Good Solid Performance	(4) Superior Performance	(5) Outstanding Performance
Air, Hotel, Train & Car Bookings	Text			Additional exp. More than 10%	Additional exp. Up to 10%	Issue Atleast 95% Confirmed booking	Issue 100% Confirmed Tickets	25% cost reduction as compare to last financial year.
Visa	Text			Rejection due to non submittion of details.	No complaints from Vendor / Employee.	To Co ordinate and get the visas on time. Zero cancellation of travel itineraries due to delay.	Get Visa within given timeline from Intimation to Travel desk.	Get Visa directly from the counslate.
International Sim Cards	Text			SIM card not provided.	SIM card offered with High tariff plan.	Comparisions given from different vendor for a the lowest and the best tariff	Problems solved for the issues faced.	NIL Issues from the employees for the provided SIM card.
Travel Insurance	Text			nil	nil	To book Travel Insurance for International Travel bookings.	nil	nil

KRA Category : Process
KRA Weightage : 20

Key Performance Indicator (KPI) description	Unit	KPI Weightage	Value	(1) Unsatisfactory Performance	(2) Needs Improvement	(3) Good Solid Performance	(4) Superior Performance	(5) Outstanding Performance
Processing bills	Text			Bill cleared after 20 days	Bill cleared within 20 days	Bill to clear within 15 working days	Bill to clear within 10 working days	Bill to clear within 5 working days
Maintaining MIS	Text			NIL Presentaion	nil	MIS to Mgt. on 25th each month	MIS to Mgt. on 15th each month	MIS to Mgt. on 5th each month
To adhere travel policies (Domestic & International)	Text			Policy Deviation found without any approval	.	Zero Non compliannce w.r.t. Policy	.	.
NA	Text			Additional exp. More than 10%	Additional exp. Up to 10%	10% cost reduction as compare to last financial year.	20% cost reduction as compare to last financial year.	25% cost reduction as compare to last financial year.
Responsive time	Text			Replies given after 24 Hrs. of the travel request.	Replies given after 12 Hrs. of the travel request.	Quotes offered within 1 Hr. with min 2 rates.	Request booked under 6 hrs Hr. with best/lowest rate.	.

KRA Category : People
KRA Weightage : 20

Key Performance Indicator (KPI) description	Unit	KPI Weightage	Value	(1) Unsatisfactory Performance	(2) Needs Improvement	(3) Good Solid Performance	(4) Superior Performance	(5) Outstanding Performance
NA	Text			Upto 60% Completion of Self and Subordinate IDP	Upto 80% Completion of Self and Subordinate IDP	100% Completion of Self and Subordinate IDP	NA	NA

KRA Category : Business
KRA Weightage : 40

Key Performance Indicator (KPI) description	Unit	KPI Weightage	Value	(1) Unsatisfactory Performance	(2) Needs Improvement	(3) Good Solid Performance	(4) Superior Performance	(5) Outstanding Performance
Negotiation with vendors as well as existing vendors	Text			10% Additional w.r.t sanctioned budget	5% Additional w.r.t sanctioned budget	10% w.r.t. FY 2015/16	20% w.r.t. FY 2015/16	25% w.r.t. FY 2015/16
Tie ups with airlines, hotels	Text			Decrease in Tie ups and no Additional tie ups	No Additional Tie ups with Vendors	"Tie ups: International airlines ~ 1 by Mar 17 Domestic Airlines ~ 1 by Mar 17 Travel Agent ~1 by Mar17 Hotels ~ 1 by Mar 17 "	Tie ups: International airlines ~ 2 by Mar 17 Domestic Airlines ~ 2 by Mar 17 Travel Agent ~ 2 by Mar 17 Hotels~ 2 by Mar 17	Tie ups: International airlines ~ 3 by Mar 17 Domestic Airlines ~ 3 by Mar 17 Travel Agent ~ 3 by Mar 17 Hotels~ 3 by Mar 17
Domestic and International bookings for respective locations.	Text			.	.	bookings done as per the request and approved budget.	.	.
Relationship Management With the Vendor	Text			working on a single given vendor for all the bookings.	comparing rates with the approved vendors befor giving the bookings	Timely re conciling of the aggrements for the approved commmercials	Additional rate reduction from signed Agreement during agreement period	.