

Employee Name : Uma PendurkarManager's Name : Uma Pendurkar
Goalsheet Approval Date : 28-Nov-2016

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
IDP of self	Text			Not Available	Not Available	100% Completion of Self	Not Available	Not Available

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
Attending to visitors and entertain as required when they arrive inside the office area	Text			Not Available	Attending only few visitors.	taking 80% proper messages	taking 100% messages and directing to the concerned employee.	Not Available
Informing the concerned person by VMS APP phone / personally after the visitors Arrive	Text			Not Available	Using only the phone to intimate the arrival.	Using the VMS APP for all visitors more then 80%	Maintaining Data in VMS APP more then 90%	Not Available
Distributing Employee Birthday cards	Text			Not Available	Not issued	issued on time	Not Available	Not Available

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
Preparing vouchers of Annual Maintenance contract bills of all Telephone, Circuits, EPBX, Wiring.	Text			Not Available	Not Available	maintaining a file with all the AMC's and bills of the Telecom Vendors	Not Available	Not Available
To ensure that the plans are changed as per the usage	Text			Not Available	Not Available	within budget	Not Available	Not Available
Arranging payments of Telephone bills.	Text			Not Available	after due date	on or before due date	before 7 days of due date	Not Available
Arranging for AMC Quotations for telephone instrument & maintaince	Text			Not Available	After 15 days of the completion of the existing contract	15 days prior of the completion of the existing contract	one month prior of the completion of the existing contract	Not Available

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
Attending Phone calls	Text			Not Available	Attending Call After 4 rings.	Attending Call within 4 rings.	Attending Call within 3 rings.	Not Available
Taking messages	Text			Not Available	Taking under 5 messages.	atleast taking 5 messages out of 10 calls.	Not Available	Not Available
Attending complaints	Text			Not Available	solving 40% of all complaints.	solving 80% of all complaints.	solving 90% of all complaints.	Not Available
Arranging for telephone connections for new joinees	Text			Not Available	assigning Numbers after 4 days.	assigning Numbers within 2 days.	assigning Numbers within 1 day.	Not Available
Control Inter-com and direct lines including Mobile nos.	Text			Not Available	Not Available	Maintaning the List as per head counts	Not Available	Not Available