

Employee Name : Sreenandan Sharma  
Manager's Name : Sreenandan Sharma  
Goalsheet Approval Date : 28-Nov-2016

**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 : 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 joiners	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

**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
Accounting of the closing balance	Text			Not Available	Not Available	Check Proper bills and documents.	Not Available	Not Available
Cleaniness of the canteen premises	Text			Not Available	Not Available	ensure Details of canteen cleanliness	Not Available	Not Available
Checking attendance	Text			Not Available	Not Available	Daily Attendance of canteen staff	Not Available	Not Available
maintaining the Cheque register for final dispatch.	Text			Not Available	Not Available	maintain register on monthly basis	Not Available	Not Available
maintaining the Vendor details.	Text			Not Available	Not Available	vendor list should be amaintained as per contract	Not Available	Not Available

**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