Employee Name : Sreenandan Sharma
Manager's Name : Rayomand Khambata
Goalsheet Of Year: 2016-2017

**KRA Category : Process**
**KRA Weightage : 20**
**KRA Description : MANAGING THE RECEPTION AREA AND HANDLING THE VISITORS**

| 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 concerened 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**
**KRA Description : OPERATING TELEPHONE BOARD**

| 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 |

**KRA Category : Customer**
**KRA Weightage : 20**
**KRA Description : Canteen Functions**

| 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 cleaniness | Not Available | Not Available |
| Checking attendance | Text | | | Not Available | Not Available | Daily Attendence 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 amintained as per contract | Not Available | Not Available |

**KRA Category : People**
**KRA Weightage : 20**
**KRA Description : Organisational Effectiveness by enhancing development of employees**

| 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 |

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Individual Development Plan (WI.CHR.03 F.NO. 1)

| Employee Name | Manager's name | Employee ID | Year |
|---|---|---|---|
| Sreenandan Sharma | Rayomand Khambata | 10000592 | 2016-2017 |

*Please discuss your strengths and work related weaknesses with your manager and identify your training needs. Your development will happen through the following ways:*

**Part A: Development through Instructor led training in Classroom**

| No | Name of program | Faculty | Days | Please explain why the training is needed |
|---|---|---|---|---|
| 1 | Good Manufacturing Practices  (GMP +) and cGMP ** | ASHOKRAO PATIL | 0.5 | |

*Mandatory for all employees to attend this program

**Mandatory for employees working at locations covered by the certifications

*If you need a program that is not mentioned above, please use the space below. Please note this program may be offered if at least 20 people request for it.*

| No | Topics required | No. of Days | Internal faculty name |
|---|---|---|---|
| 1 | | | |
| 2 | | | |

<u>*Note: Part B and Part C are to be filled by only AGM and above employees.*</u>

**Part B: Development through developmental relationships**

| No | Relationship | Name of leader | Number of Meetings planned | Target date | Program Completed | Reviews |
|---|---|---|---|---|---|---|
| 1 | **Coaching** through leader in own function for **functional** inputs | | | | | |
| 2 | **Coaching** through leader in own function for **functional** inputs | | | | | |

**Part C: Development through action learning projects**

| | |
|---|---|
| **Project Title** | |
| **Review date** | |
| **Target end date** | |
| **Project scope** | |
| **Project exclusions** | |
| **Project deliverables** (Target at rating 3: good solid performance) | |
| **What is the employee expected to learn from this project** | |

| Reviewer(s) name | |
| --- | --- |
| **Project Status** | Completed |
| **Project Status Comments** | |