

MITSUKOSHI MOTORS PHILIPPINES, INC.		
POLICY AND PROCEDURE		
POLICY TITLE :	TRAINEE APPRAISAL	Ref. No.
DEPARTMENT :	HUMAN RESOURCES DEPARTMENT	HRD-16-01-007
TO :	BRANCH MANAGER, AREA MANAGER	JANUARY 05, 2016

**OBJECTIVE:**

1. To establish standard procedures on Trainee Performance Appraisal
2. To implement standard Appraisal System on all Newly Hired Trainees in the organization.

**POLICY:**

1. It is a mandatory requirement that all newly hired Trainees shall undergo standard means to objectively measure learning and readiness for possible job assignment.
2. All Trainee must be able to meet a weighted average of 75% to be able to proceed towards Contractual Employment.

**2.1 Performance Appraisal Criteria**

CRITERIA	PERCENTAGE
Actual On-The-Job Performance	70%
Attendance	10%
Adherence to Company Policies	10%
Knowledge	10%
TOTAL	100%

**2.1.1 Actual Job Performance Rating:** This is rated based on actual job expectations. Evaluation is based on completion of Task and Achievement of Assigned Targets

**2.2.2 Attendance Rating:** This is based on the following employee attendance Matrix:\

2.2.2.1 Rating shall cover whichever is applicable or any higher degree of accumulated tardiness or absences incurred during the appraisal period

Criteria		Percentage
No Record of Absence	No Record of Tardiness	10
1 Absent during Appraisal Period	1 Record of Tardiness	8
2 absences during appraisal period	2 Records of Tardiness	5
3 absences or more (except for hospitalization or severe illness)	3 absences or more	0-End of Trainee period

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**2.2.3 Adherence to Company Policies Rating-** rating on this criterion can be derived through:

Criteria	Percentage
No Records of Policy Violations	10
With Verbal Reprimand/Warning of Managers	5
Dishonest and/or with written reprimand or higher disciplinary action	0- Termination of Trainee Period

**2.2.4 Knowledge Rating-** This is based on the Trainee's Average Score on all exams that he/she will complete during this period. Average Score shall be published by Training Department.

3. Any violation that would warrant suspension to a Trainee shall deemed default termination.
4. It is a mandatory requirement that a Trainee should strictly commit to the company's policies and procedures.
  - 4.1 Termination of Trainee Period
    - 4.1.1 End of the 1<sup>st</sup> month Training Period after careful assessment of direct manager.
    - 4.1.2 Three (3) absences during Training Period without any valid reason.
    - 4.1.3 Three (3) times late during Training Period without any valid reason.
    - 4.1.4 Failure to meet performance standards as defined in this policy.
    - 4.1.5 Dishonesty or any violation that would warrant any written reprimand or higher degree of penalty.

## PROCEDURE:

### 1. Trainee

- 1.1 Trainee should ensure that he/she will be able to gather sufficient knowledge during the training period. A trainee is expected to:
  - 1.1.1 OBSERVE how perform the expected task
  - 1.1.2 UNDERSTAND procedures involved in performing the task
  - 1.1.3 APPLY the concepts learned with direct supervision of assigned senior employee.

### 2. Branch Manager

- 2.1 Ensure that trainee will be oriented on performance expectation.
- 2.2 Branch Manager (BM) shall be directly responsible in monitoring performance of the Trainee. BM may assign senior employee to guide the Trainee on specific areas of performance.
- 2.3 Ensure completeness of the on boarding program:
  - 2.3.1 On Boarding Task Checklist
  - 2.3.2 Online Examinations
  - 2.3.3 Submission of Receiving Copy of On Boarding Documents
  - 2.3.4 Expected performance based on the Performance Appraisal Criteria
- 2.4 Ensure timely evaluation and discussion of trainee's performance appraisal. Failure or delay in submission of Performance Appraisal and/or failure to justify performance rating by the direct manager is subject for disciplinary action
  - 2.4.1 Trainees will be evaluated on the Third Week if he/she is qualified for the vacant position and proceed towards being a contractual employee.
  - 2.4.2 BM should thoroughly discuss performance ratings to the trainee and must be duly signed by the BM and the Trainee as acknowledgement.(See Annex A for reference)
  - 2.4.3 Submit to Area Manager to be acknowledged.

### 3. Area Manager

- 3.1 Review endorsed Performance Appraisal Form, note additional feedback and affix signature to acknowledge evaluation of the employee.
- 3.2 Submit to HR c/o Performance Evaluation to process recommendation.

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#### 4. Performance Appraisal Form Explanation

Strictly observe proper filling out of Performance Appraisal Form and objectively provide ratings based on actual performance.

<u>PARTICULARS</u>	<u>EXPLANATION</u>
4.1 Trainee Information	
4.1.1 Name	:Trainee's(Last Name, First Name, MI)
4.1.1 Company/Branch	:Assigned Company/Branch
4.1.1 Position	:Current Position of the Trainee
4.1.1 Date Hired	:Deployment Date
4.1.1 Evaluation Date	:Actual Date of Evaluation
4.1.1 Branch Manager	:Full Name of Branch Manager who evaluate the employee
4.2 Performance Summary	
4.2.1 Actual On-The-Job Performance	: Total On the Job Performance Rating
4.2.2 Attendance	: Total Attendance Rating
4.2.3 Adherence to Company Policies	: Total Adherence to Policy Rating
4.3 Actual On-The-Job Performance	
4.3.1 Job Mastery	: Indicate corresponding rating if the trainee was able to perform assigned task and deliver target/result
4.3.2 Process Implementation	: Indicate corresponding rating if the trainee was able to execute branch operational procedures
4.3.3 Attention to Detail	: Indicate corresponding rating if the trainee was able to strictly observe details specially in reports
4.3.4 Initiative and Customer Focus	: Indicate corresponding rating if the trainee was able to act proactively in branch circumstances. Able to respond to customers' needs- no customer complaints during this period
4.4 Attendance	
4.3.4 Total Number of Absences	: Indicate total number of absences in a month
4.3.4 Total Number of Tardiness	: Indicate total number of tardiness in a month.
4.5 Knowledge Appraisal	: To be filled out by Training Department
4.6 Recommendation	: Indicate if the Trainee is recommended for contractualization or End of Training period.
4.6 Evaluator's Feedback	: Briefly discussion of other comments for improvement of trainee or notation to support recommendation.
4.7 Attestation	: Signature of Trainee, Branch Manager, Area Manager

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## ANNEX A

TRAINEE PERFORMANCE APPRAISAL FORM			
TRAINEE INFORMATION			
NAME		DATE HIRED	
COMPANY/BRANCH		EVALUATION DATE	
POSITION		BRANCH MANAGER	
PERFORMANCE SUMMARY			
CRITERIA	Description	PERCENTAGE	ACTUAL RATING
Actual On-The-Job Performance	Based on actual performance of the Job	70%	
Attendance	Based on actual attendance and Attendance Guidelines	10%	
Adherence to Company Policies	Based actual compliance to policies	10%	
Knowledge	Based on actual score from examination	10%	
<b>TOTAL</b>		<b>100%</b>	
ACTUAL ON THE JOB PERFORMANCE			
Key Areas	Description	Percentage	Rating
JOB MASTERY	Able to perform assigned task and deliver target/result	30	
PROCESS IMPLEMENTATION	Able to execute branch operational procedures	20	
ATTENTION TO DETAILS	Able to strictly observe details specially in reports	10	
INITIATIVE AND CUSTOMER FOCUS	Able to act proactively in branch circumstances. Able to respond to customers' needs- no customer complaints during this period	10	
TOTAL RATING:		70	
ATTENDANCE APPRAISAL			
<b>10</b>	No Records of Tardiness and Absences	<b>TOTAL ABSENCES</b>	
<b>8</b>	1 Record of Tardiness or Absence	<b>TOTAL TARDINESS</b>	
<b>5</b>	2 Records of Late or Absences	<b>EQUIVALENT RATING</b>	
<b>0</b>	3 or more records of Late or Tardiness		
ADHERENCE TO COMPANY POLICIES			
<b>10</b>	<b>5</b>	<b>0</b>	PERCENTAGE
No Records of Policy Violations	With Verbal Reprimand/Warning of Managers	Dishonest and/or with written reprimand or higher disciplinary action	
NO OF INFRACTIONS	NOTE INFRACTIONS	ACTION TAKEN	
<b>1</b>			
<b>2</b>			
<b>3</b>			
KNOWLEDGE APPRAISAL			
BASIC COURSES:		PERCENTAGE	EQUIVALENT RATING
Admin Policies and Procedure			<b>0</b>
Contracts and Documentation			<b>0</b>
Sales Computation			<b>0</b>
MC Parts and Product Knowledge			<b>0</b>
Warranty and Inventories			<b>0</b>
<b>KNOWLEDGE APPRAISAL RATING</b>			<b>0</b>
RECOMMENDATION:			
( ) FOR CONTRACTUAL		( ) END OF TRAINING	
EVALUATOR'S FEEDBACK			
<i>I hereby attest that the above ratings were clearly disclosed to me and I acknowledge the recommendation provided in this performance appraisal.</i>			
Trainee's Signature Over Printed Name/Date		Manager's Signature Over Printed Name/Date	

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