**CONFIDENTIAL**

**MISSION**

***A PROVIDER OF EXCELLENCE AND INDUSTRY DRIVEN PRODUCTS AND SERVICES IN HUMAN RESOURCE DEVELOPMENT***

**VISION**

***A LEADING VIRTUAL ISLAMIC UNIVERSITY IN ADULT LEARNING BY 2013***

Name : \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Employee No:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Division/Department:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Position: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Reports To : \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

MEDIU Scorecard

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Perspective | Strategic Themes | Objectives | Measurement | Target |
| Financial | Productivity | F1. Minimize Operating Cost | PBIT |  |
|  | Revenue growth | F2. Revenue | RM & % | RM 15 Million |
| Customer | Delight the customer | C1. Awareness | Enquires | 20,000 |
|  |  | C2. Meeting customer’s needs | Dropout (%) | < 20% |
|  |  | C3. Branding | Registration | 15,000 Subject |
| Internal Process | Efficiency | L1. Reliability of services. | Repetitive complaint | ≤ 5% Total Complaint |
|  |  | L2. Efficiency of services. | Turnaround Time | ≤ 2 days |
|  |  | L3. Development of Operating system | SOP | 90% |
|  |  | L4. Develop Smart partnership | Learning Centre | 5 |
| Technology | Effective process delivery | T1. Campus management system. | Progress (%) | 100% |
|  |  | T2. Learning management system. | Progress (%) | 100% |
|  |  | T3. Courseware. Production | Subjects | 100 |
| Employee | Achieving Excellent | E1. Staff Competency | Sales / Payroll | 22.5 |
|  |  |  | Training Hrs/Staff | 20Hrs/staff |
|  |  | E2. Attract Performers | Qualified | Min 10/ Opening |

Individual KPI

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Perspective | Key Result Areas -Objectives | Measurement | Target | Actual | Supervisor Rating  Final |
| Financial |  |  |  |  |  |
|  |  |  |  |  |
| Customer |  |  |  |  |  |
|  |  |  |  |  |
| Internal Process |  |  |  |  |  |
|  |  |  |  |  |
| Employee |  |  |  |  |  |
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|  |  |  |  |  |
| Total Score |  |  |  |  |  |
| Overall Rating |  |  |  |  |  |

Legend: % to target : 1 – poor (44 and below) 2 – Unsatisfactory ( 45-64) 3 – average (65-79) 4 – Good (80 -99) 5 – Excellent (100 and above)

**INITIATIVE**

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| Measurement | Action Plan | Status |
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Quarterly Performance and Developmental Dialogue ( No rating is required)

Supervisor’s Comment:

1stQtr:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.

Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

2nd Qtr:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.

Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

3rd Qtr:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.

Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.

Final Review and Rating *( Circle)*

1 2 3 4 5

Supervisor’s Comment:-

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.