**Annual appraisal interview**

**Employee Form**

2020-2021

**Interview date**: dd/mm/2021

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| **Interviewee** | | | |
| **Last name:** | KHARAZI ESFAHANI | **Position:** | Technical Project Lead | |
| **First name:** | Mohsen | **Seniority in the position:** | 6 years Lead – 10 years SE | |
| **Department:** | IT - Technical | **Seniority in the company:** | 4 years | |
|  | | | | |
| **Interviewer** | | | |
| **Last name:** | Siddeeq | **Position:** | CTO | |
| **First name:** | Shaheer Muhammad | **Department:** | IT | |

**Position’s key responsibilities and scope**

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| The Technical Project Leader leads a team on project basis. Through coaching and mentorship, the Technical Project Leader guides the teammates on development efforts to deliver high quality Card Management System (Fuel, Loyalty and Gift Card) within project scopes and scheduled time frames.  1. Translate Business Functional Needs into Technical Brief.   * Understand business requirements and translate business functional needs into highly specified technical brief. * Plan Project timeline and deliverables with Business Solution Team. * Define and assign technical tasks to project teammates and monitor project progress. * Define and document system gap analysis with other teams. * Identify and assists on technical specifications / proposals as and when required. * Work closely with other teams (Business Development, Architecture, Support and Infrastructure / Hosting) to achieve common understanding and to ensure project delivery is smooth.   2. System Development Lead.   * Be a technical mentor / coach to developers and ensure they execute their assigned tasks according to the business needs and timeline. * Contribute to programming development of the technical competence as and when required. * Maintain effective and cooperative working relationships with teammates. * Monitor system bug progress raised by quality assurance team. * Participate in internal project progress meeting.   3. System Implementation Lead.   * Provide system functionality training, workshops and prepare troubleshoot guideline to helpdesk / support team. * Lead the system implementation phase of testing and production environment, which include installation setup and data migration.   Carry out a high-level testing plan on post-installation with diagnostic steps and identify problem root cause if any. |

**Context & exceptional events of the year**

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| Circumstances/changes that had an impact on regular responsibilities |

**2020 REVIEW : PERFORMANCE APPRAISAL**

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| **Quantitative objectives** | **Assessment of objectives fulfilment**  (vs. KPIs set last year) | **Target (%)** | **Result (%)** |
| **EBIT Cardtrend** | EBIT Actual 2020 > EBIT Budget 2020 | 15 % | 15 % |

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| **Qualitative objectives** | **Assessment of objectives fulfilment**  (vs. KPIs set last year) | **Target (%)** | **Result (%)** |
| **Technical Delivery**   * Exhibit understanding of business requirements and translate system FIT and GAP into highly specified technical brief / document. * Ensure assigned tasks are delivered in a thorough, accurate, and timely manner that achieves expected and required outcomes. * Ensure check-in check-out source code in GIT repository, and manage the branching * Follow Organization Best practices for coding aligned with Platform Development framework, structures, agreed naming convention, adding comment, and writing technical document in Jira and Confluence. | * Delivery on Scope * Delivery on Time * Review and Provide Release Note for Deployment detailing process of clean implementation of code, services, SQL where applicable with rollback plan, Diagnostic of delivery for ITO smooth handover and transition. * Review and implement source code version control standards (Branching, Code Ethics etc.). * Document, Develop and maintain applications, interfaces and batch services according to the coding standard and pre-defined architecture / design. | 30% | 30% |
| **Technical Project Lead**   * Lead and manage the technical development team and ensure successful execution of all tasks of technical development within the scope of functional quality / project timeline as agreed with clients. |  | 15% | 15% |
| **Professional / Technical Knowledge and Skills**   * Display positive, cooperative attitude and willingness to share knowledge with others, teamwork, simple and effective communication. * Effectively adapts to change with new ideas, process even in the most difficult job situations. * Work closely with Technical Leads on the platform designs. |  | 15% | 15% |
| **Customer Focus and Support**   * Exhibit concern for the tickets raised by customer and business support; proactive to handle multiple responsibilities in an effective manner. * Ability to understand and resolve challenges considering all areas of impact rather than resolution via case by case basis. | * Support to Business and Support Units in compliance to SLA | 10% | 10% |
| **Reporting**   * Present periodic and quality reporting of project progress and technical tasks through written document and verbal discussion. | * Meeting Minutes of all discussions to confirm scope of requirements * JIRA Timesheet log on time without supervision | 10% | 10% |
| **HR Rules and Policies**   * Compliance to organization human resources rules and policies. | * Follow Employee Code of Conduct | 5% | 5% |

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| **Total =** | **100%** | 100% |

**Overall comment on objectives fulfilment**

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| Reviewed, revised and translated business requirement and lead development team toward smooth delivery based on timelines for OASIS, SETEL integration, ROVR integration, iAuth for fleet, very first comprehensive demo system and participate in Transformer project. Cleared list of CRs pending from 2017 onwards and delivered successfully to production. Stablish proper team monitoring and delivery organization using Jira, code review and version maintenance using bitbucket and context creation to help understanding of ongoing CR and projects using confluence and specification documents. Helped QC, BA, PM and support team by working closely on CR and IN to enhance quality of delivery and response time. |

**2020 REVIEW : SKILLS APPRAISAL**

**Behavioral skills required for the position**\*

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|  | **Highly**  **skilled** | **Skilled** | **Skills partly**  **acquired** | **Skills not**  **acquired** | **Comments** |
| **Analysis** |  |  |  |  | Careful and detailed to avoid any unnecessary program to run and performance the result even when come to complex. |
| **Autonomy** |  |  |  |  | Would alter the program or process if there is unnecessary process to perform the task |
| **Commitment** |  |  |  |  | Confident when understanding the system. However, the time given is not accurate when have conflict time with customer. |
| **Communication** |  |  |  |  | Not accurate when come to think and talk together. |
| **Initiative** |  |  |  |  | Not initiative when the plan from management is not sync |
| **Innovation** |  |  |  |  | Self-innovative from bring out own opinion |
| **Inter-personal Skills** |  |  |  |  | Self-learning from the issues and learn from route causes |
| **Organization** |  |  |  |  | Follow the standard of procedure |
| **Result-orientation** |  |  |  |  | Self-expectation result |
| **Stress Management** |  |  |  |  | Handle tough situation and time crunching |

\* Examples of behavioral skills are available in the appendix

**Technical skills required for the position**

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| --- | --- | --- | --- | --- | --- |
|  | **Highly**  **skilled** | **Skilled** | **Skills partly**  **acquired** | **Skills not**  **acquired** | **Comments** |
| **Platform** |  |  |  |  |  |
| **SQL** |  |  |  |  | Skilled to manipulate data and automation. Reverse data output. |
| **ASP.NET / MVC** |  |  |  |  | Understand basic concept of model, view, controller. However still need partially to understand their functionality. |
| **C#** |  |  |  |  | Understand basic function c# however need understand class value pointer to other pointer |

**Embodying Group values**

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|  | **Deeply**  **exemplifies** | **Exemplifies** | **Partly**  **exemplifies** | **Not**  **exemplifies** | **Comments / Example of behaviours** |
| **Passion for customers** |  |  |  |  | Follow customer deadline and customer decision making and provide information to customer |
| **Respect** |  |  |  |  | Follow upper management order and provide information and concern to support related task. |
| **Imagination** |  |  |  |  | Was only to Improve the system, and was not in charge of creating new system for the new future system |
| **Simplicity** |  |  |  |  | To provide information about the solution on the process step can be improve. |
| **Entrepreneurial** |  |  |  |  | Double cross check balance on finance system, have finance impact. |

**Overall annual appraisal for 2020**

Given the fulfillment of job responsibilities & 2020 objectives, and given the skills appraisal, the holder of the position:

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|  | **A: significantly exceeds position’s**  **requirements** |  | **B: meets position’s requirements** |  | **C: partially meets position’s requirements** |  | **D: does not meet position’s requirements** |

**PREPARING 2021 : SET GOALS FOR INDIVIDUAL PERFORMANCE**

***Group Guidelines for Individual Goal Setting – Related to Individual Performance***

***Applicable for All Edenred Employees***

*You need to set* ***5 goals*** *(4 job-related goals + 1 behavior-related goal).*

*The* ***Behavior-related*** *objective should count for* ***20%*** *of the global weighting that cannot exceed* ***100% overall****. These guidelines apply for all employees. Please note that* ***collective quantitative objectives*** *(i.e linked to EBIT criteria) should* ***not be included in the section below****, dedicated only to individual performance goals.*

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| --- | --- | --- | --- | --- |
|  | **Job related objectives** | **Description Key Performance Indicators** | **Due Date** | **Target (%)** |
| **1** | **Technical Delivery**   * Exhibit understanding of business requirements and translate system FIT and GAP into highly specified technical brief / document. * Ensure assigned tasks are delivered in a thorough, accurate, and timely manner that achieves expected and required outcomes. * Ensure check-in check-out source code in GIT repository, and manage the branching | * Delivery On Scope (90% of Total Planned Projects) as assigned * Delivery On Time (90% of Total Planned Projects) as assigned * Provide Release Note for Planned Deployment detailing process of clean implementation of code, services, SQL where applicable with rollback plan, Diagnostic of delivery to ITO for smooth handover and transition.. * Follow source code version control standards(Branching, Code Ethics, Golden rules defined). * Document, Develop and maintain applications, interfaces and batch services according to the coding standard and pre-defined architecture / design. | Immediate | 30% |
| **2** | **Professional / Technical Knowledge and Skills**   * Display positive, cooperative attitude and willingness to share knowledge with others, team work, simple and effective communication. * Effectively adapts to change with new ideas, process even in the most difficult job situations. * Work closely with Technical Leads on the platform designs. | * 100% Participation in Technical Workshops organized by TPL and Senior Managers * Follow Organization Best practices for coding aligned with Platform Development framework, structures, agreed naming convention, adding comment, and writing technical document in Jira and Confluence. * Contribution to Confluence on Domain knowledge acquired during fixes, enhancements and training in consultation with TPL or Senior Managers to share with other functional units * Meeting Minutes of all discussions to confirm scope of requirements * JIRA Timesheet log on time without supervision | Immediate | 30% |
| **3** | **Quality and Support**   * Exhibit concern for the tickets raised by customer and business support; proactive to handle multiple responsibilities in an effective manner. * Ability to understand and resolve challenges considering all areas of impact rather than resolution via case by case basis. | * Actively contribute to Reducing No of Tickets for Incident by 50% (Incidents Qualified as CTS Related) | Immediate | 10% |
| **4** | **HR Rules and Policies**  Compliance to organization human resources rules and policies. | * Punctuality Weight Rates < 5% (40%) - refer to the Clock-in/Clock-out Report * Actively participate company’s events (30%) * Zero warning letter / equivalent discipline actions (30%) | Immediate | 10% |

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| --- | --- | --- | --- | --- |
|  | **Behavior related objective** | **Description** | **Due Date** | **Target (%)** |
| **5** | Innovation | * Continually shows innovative mindset, culture and out of the box thinking. * Acts to permanently improve processes, products, services and solutions for the benefits of all * Provide Creative resolution to assist Support with Incident Management | **End of 2020** | **20** |

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| **Total =** | **100%** |

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| **General comments related to 2020 objectives** |

**PREPARING 2020: CAREER WISHES &**

**INDIVIDUAL DEVELOPMENT PLAN**

**Career wishes**

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| **Interviewee’s career wishes** | **Description of career wishes (upwards, transversal, expertise…)** |
| Short term  (0 to 18 months) |  |
| Medium term  (3 years) |  |

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| **Geographic mobility?**  (if yes, specify targeted geography + timing) |  |

**Individual development plan**

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| **Training requirements** | **Individual development needs** | **Expected results** | **Development actions (training, project…)** |
|
| To fulfil requirements and annual objectives of current position |  |  | - |
| To prepare career wishes |  |  |  |

**OVERALL COMMENT, FEEDBACK & SIGNATURES**

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| **Interviewee’s upward feedback to direct manager & comments** |
| * positive changes are observable towards having quality, on time smooth delivery. * Technical teams are being well organized and inter department communication is getting better. * Resource gaps are fading. |

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| **Interviewer’s (direct manager) comments** |
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| **Interviewee’s signature** | **Direct manager’s signature** | **L+2 manager’s signature** |