

SM ACADEMY

Performance Management System

SDP Module



Performance Management System SDP Module

Worksheet Exercise 1

Clarify your roles in PMS

Direction: Clarify the roles performed of each group by selecting from the statements below and placing them in the appropriate box.

- Ask for feedback
 - Help identify strengths & development needs
 - Provide process and infrastructure
 - Acquire knowledge, skills, and capabilities
 - Provide coaching and feedback
 - Taking responsibility of own development through identifying own strengths and development needs
- Achieving individual goals
 - Encourage a diversity of development alternatives
 - Develop plan for future growth
 - Assess results
 - Define and communicate KPIs and performance standards.
 - Provide training and resources

Employees

Manager

SM

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Worksheet Exercise 2

Performance Management Cycle definition

Complete the statement by supplying the missing words using the word bank below

Employees	Objectives	Evaluating
Effectively	Tracking	

Performance Management Cycle

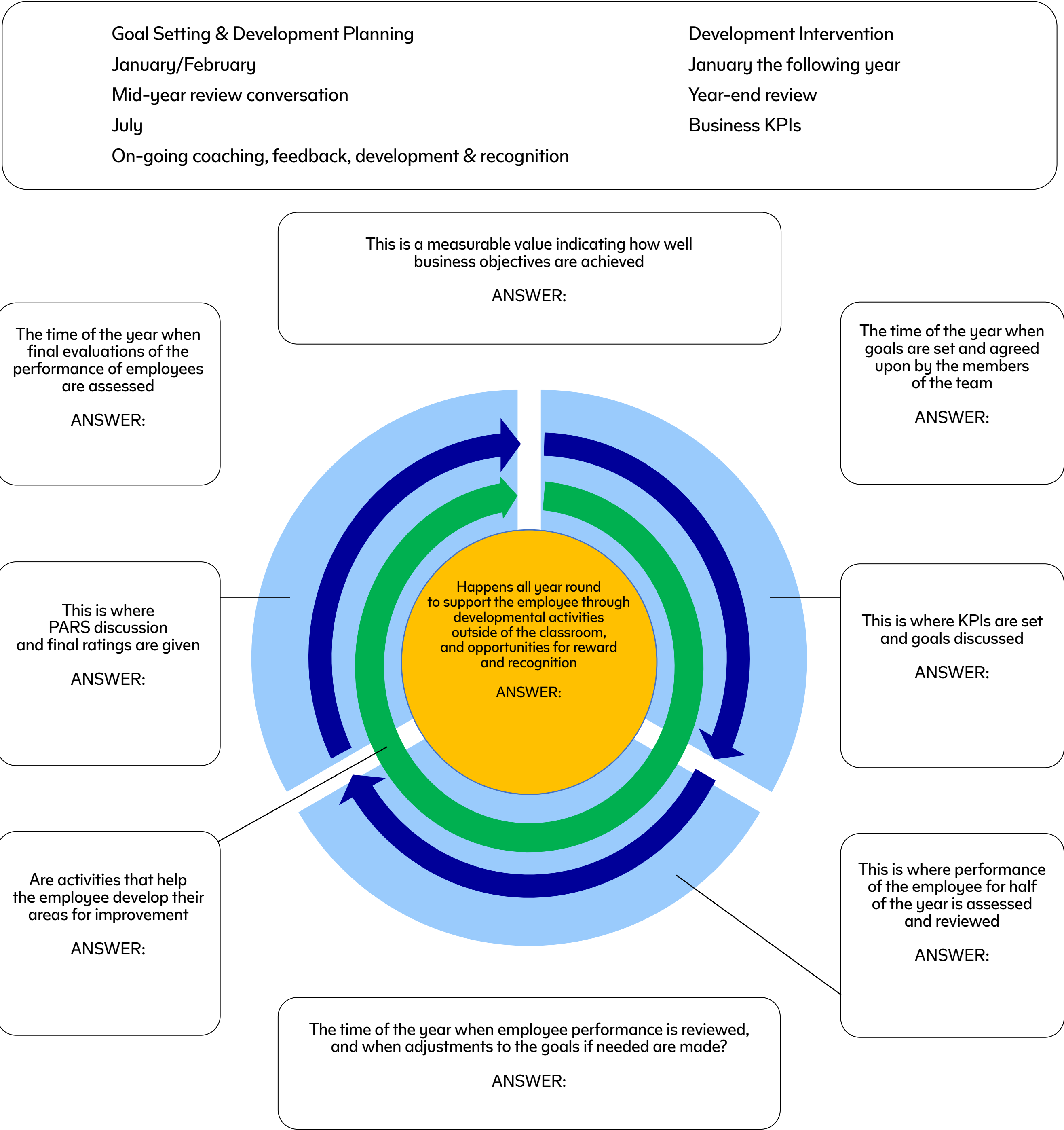
Is a process for SETTING _____, _____ PROGRESS
AND _____ PERFORMANCE OF _____
ACROSS THE ORGANIZATION. It ensures that everyone are WORKING
_____ in achieving the company’s business goals.

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Worksheet Exercise 3

Performance Management System cycled process

Complete the Performance Management Cycle diagram with the given key components



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Worksheet Exercise 4

Key Performance Indicators

Yes	No
Increase prospecting rate from 10% to 15% month on month	Maintaining good working conditions in the store
Achieve 5% increase in annual subscription	Deliver financials
100% achievement of sales targets by Dec 2023	Operational excellence – maximize efficiency

Attributes:

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Worksheet Exercise 4

Key Performance Indicators

Yes	No
Increase monthly recurring revenue by 1M in Q1	Monthly recurring revenue
Reduce variance from planned project budget to 5% this quarter	Make a lot of money
Reduce employee turnover rate 5% to 3% in the next quarter	Decrease employee turnover

Attributes:

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Worksheet Exercise 4

Key Performance Indicators

Yes

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2023 PERFORMANCE APPRAISAL FORM

EMPLOYEE NUMBER		COMPANY/BRANCH	
EMPLOYEE	(Last Name) (First Name) (M.I.)	PERIOD COVERED	January 1 - December 31, 2023
DIVISION/ DEPARTMENT		LEVEL/POSITION	

- INSTRUCTIONS :**
- 1. Immediate Superior to indicate the approve KPIs, weights and the performance grid descriptio
 - 2. Discuss the set Department KPIs to your direct reports and secure acknowledgement
 - 3. Submit duly accomplished forms to concerned H

BUSINESS KPI		WEIGHT	PERFORMANCE GRID RATING						FINAL RATING	SCORE
			Needs Improvement		Meets Expectations		Exceeds Expectations			
Deliver Financials			<Please indicate the definition>		<Please indicate the definition>		<Please indicate the definition>			-
										-
										-
										-
										-
										-
										-
										-
Customer First			<Please indicate the definition>		<Please indicate the definition>		<Please indicate the definition>			-
										-
										-
										-
Operational Excellence			<Please indicate the definition>		<Please indicate the definition>		<Please indicate the definition>			-
										-
										-
										-
										-
										-
										-
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Great People			<Please indicate the definition>		<Please indicate the definition>		<Please indicate the definition>			-	
										-	
										-	
										-	
										-	
WORK DISCIPLINE											
Attendance										-	
CORPORATE VALUES											
Drive & Enthusiasm										-	
Leadership										-	
Integrity										-	
Teamwork										-	
Entrepreneurship										-	
TOTAL											
Remarks (You may use extra sheet of paper as necessary.)											

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Activity checklist for observer

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<div>C</div> <div>clarify</div>	
<div>D</div> <div>develop</div>	
<div>A</div> <div>agree</div>	
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