

PERFORMANCE MANAGEMENT SYSTEM

PERFORMANCE APPRAISAL 2015

Appraised Employee			
Full Name	Samer Rahhal		
Job Title	Senior Business Analysis & Support Specialist		
Position Level	Senior		
Department	ICT Dpt.		
Joining Date	July 01, 2015	Years of service at OMT	0.49
Appraiser (Direct Supervisor)			
Full Name	Joseph Abou Nader	Job Title	I.C.T. Manager
Next Higher Supervisor			
Full Name	Naji Abou Zeid	Job Title	Executive Board Member
Appraisal Discussion Date			
P.S: Grey cells are formulas Light Yellow cells are to be filled			

PART I: SMART Objectives (Evaluation of 2015 pre-set objectives)

1. Corporate Objectives:	
Achieved Corporate Grade=	0 %
Weighted Corporate Grade (achieved corporate grade x weight)=	0 %
2. Departmental Objectives:	
Achieved Departmental Grade=	0 %
Weighted Departmental Grade (achieved departmental grade x weight)=	0 %
3. Individual Objectives:	
Fill below up to 10 individual objectives	

Objectives <small>(Job description can be occasionally added instead of Objectives & just in case objectives setting couldn't be applied for the position)</small>	Grade (%) <small>[Ranging between 0% to 120%]</small>	Weight (%)	Weighted Grade
1. Business Analysis Process Documentation and Implementation	100 %	10%	10.00
2. Applications Support Process Documentation and Implementation	100 %	10%	10.00
3. Quality Assurance Process Documentation and Implementation	100 %	10%	10.00
4. Enforce the usage of ITSM on all Support Cases	100 %	13%	12.50
5. Handle 90% to 95% of all support cases	100 %	13%	12.50
6. Dynamics GP - Fixed Assets Automation Project - Go Live	0 %	10%	0.00
7. Dynamics GP - Full Ownership	80 %	20%	16.00
8. People Soft - HRIS Technical Ownership	100 %	15%	15.00
9.			0.00
10.			0.00
Attention Total Weight should be 100%		100%	
Achieved Individual Objectives =	86.00 / 100		

PART II: Performance Competencies

The Core competencies below are considered pre-requisite behaviors for all OMT members and therefore should be met with adequate proficiency levels. Although they are not part of the total grade calculation, they will have direct impact on career plans, financial compensations and developmental schemes.

CORE COMPETENCIES	Grade (0% to 120%)
Integrity: Display honesty & sincerity in all communications with both internal and external clients. Demonstrate work behaviors that are consistent with OMT standards for professional and ethical conduct. Encourage these values in others.	90 %
Respect: Value the person independently from position, gender or race. Demonstrate concern to be perceived as responsible, reliable, and trustworthy. Treat all people with dignity; Demonstrate care for safety of others, value contributions of others, speak up on behalf of others when differences are not respected.	95 %
Customer Orientation: Desire to identify and serve customers/clients, who may include the public, colleagues, partners, co-workers, peers and other organizations; assess their needs, provide information or assistance, resolve their problems, or satisfy their expectations with knowledge about available services and commitment to providing proper quality of service.	85 %
Results Orientation: The ability to focus on the desired result of one's own and unit's work, focusing effort on the goals with concern for maintaining a standard of excellence and striving for improvement.	90 %
Team Spirit: Work co-operatively with diverse teams, work groups and across the organization to achieve common group and organizational goals. This includes communicating effectively and collaboratively with others, encouraging and facilitating cooperation, trust, and group identity; fostering commitment and team spirit.	95 %

* Please choose most relevant competencies required to the best achievements of the yearly objectives & job requirements
Focus on facts & behaviors related to the job requirement rather than focusing on personality.

TECHNICAL COMPETENCIES (50% of the Category)	Job required Level	Weight	Grade [0% to 120%]
Process Management	Expert (4)	15%	95 %
Project/ Program Management	Advanced (3)	15%	90 %
Business Systems Analysis Skills	Expert (4)	20%	90 %
Information Management	Expert (4)	10%	90 %
Supplier Relationship Management	Advanced (3)	10%	90 %
Rate of his/ her spoken English vs. job requirement level.	Advanced (3)	10.00%	95 %
Rate of his/ her written English vs. job requirement level.	Expert (4)	10.00%	95 %
Rate of his/ her spoken Arabic vs. job requirement level.	Intermediate (2)	5.00%	90 %
Rate of his/ her written Arabic vs. job requirement level.	Intermediate (2)	5.00%	90 %
Total	100%		
Average	91.75		

PERSONAL EFFECTIVENESS COMPETENCIES (10% of the Category)	Job required Level	Weight	Grade [0% to 120%]
Effective Communication	Expert (4)	100%	90 %
Total	100%		
Average	90.00		

MANAGERIAL & LEADERSHIP COMPETENCIES (40% of the Category)	Job required Level	Weight	Grade [0% to 120%]
Fostering Teamwork & Cooperation	Expert (4)	20%	90 %
Quality & Plans Monitoring	Expert (4)	20%	90 %
Leveraging Technology	Advanced (3)	20%	85 %
Clarifying Roles & Objectives	Advanced (3)	20%	90 %
Planning & Prioritization	Expert (4)	20%	85 %
Total	100%		
Average	88.00		

PART II: Total Competencies Grade= **90.08**

Overall Performance Level for Period under Review

Total weighted grade of Performance Competencies [Total Competencies Grade of part 2 multiplied by 35 %]	32/35	32/35
	End-year review Grade (Excluding Corporate & Departmental Objectives)	End-year review Grade (Including Corporate & Departmental Objectives)
Total weighted grade of SMART Objectives [Total Objectives Grade of part 1 multiplied by 65 %]	56/65	36/65
Overall performance [Total weighted grade of SMART Objectives + Total weighted grade of Performance Competencies]	88 %	68 %

The overall performance level for end of period appraisal is:

[The result is automatically highlighted in yellow & represents the grade excluding Corporate & Departmental Objectives]

Unsatisfactory Performer	Marginal Performer	Best Talent	Star Talent
Didn't meet or met only [0% - 65%] of the overall objectives & the level of behaviors in the competencies required.	Partly met between [66% - 85%] of the overall objectives & level of behaviors in the competencies required.	Met all or between [86% - 100%] of the overall objectives & level of behaviors in the competencies required; possibly exceeding expectations in very few areas.	Excelled at all levels of expectations or between [101% - 120%]; went the extra mile in most of objectives & level of behaviors in the competencies required.



A. Developmental Plan Suggestion

Based on your performance assessment, kindly identify technical, personal effectiveness and managerial & leadership competencies or areas of expertise in which additional developmental initiatives (e.g. training) could enhance the appraisee's performance:

1-On the Technical level: Pursue the business analysis professional certification.

2-On the Personal Effectiveness level:

3-On the Leadership & Managerial level:

Samer can benefit from trainings in Leadership & Team management

B. WARNINGS

Mention if any written warnings were received in 2015

C. WAS ANY EDUCATIONAL DEGREE OR RECOGNIZED CERTIFICATE OBTAINED BY THE EMPLOYEE DURING 2015

D. CAN YOU BRIEFLY MENTION THE EFFECT OF THIS YEAR'S TRAINING(S) ON EMPLOYEE PERFORMANCE

E. REMARKS BY THE APPRAISED EMPLOYEE OVER THE PERIOD UNDER REVIEW:

Record any comments or expectations e.g. task, responsibilities, communication with colleagues & support by superior, etc...

F. DENOTE IF THE APPRAISED EMPLOYEE'S EVALUATION OF HIS/ HER WORK WAS A LOT DIFFERENT FROM THE ABOVE MENTIONED EVALUATION BY THE APPRAISER

If different, please mention appraised employee's overall performance grade

G. APPRAISED EMPLOYEE'S POTENTIAL:

According to the appraised employee's evaluation, please identify his/ her future potential.

H. APPRAISER'S OTHER COMMENTS:

I. SIGNATURES

Please sign below to certify that the appraisal is discussed

Appraised Employee
Signature

Samer
Sahhal

Date

29-Dec-2015

Department Manager
Signature

Date

29-12-2015

Appraiser Signature

Date