

2014-15 Review Process

Manager Review

Sharath B S

Performance Review: 04/01/2014 - 03/31/2015

Reviewer: Rajeev Banerjee Role: Manager

Document Status: Completed

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This review is completed.

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Overall Performance Summary

Provide an overall summary of your performance against your objectives, expectations, and the high performance bar.

If you are a people manager or managed any direct reports in the past year, please also discuss your performance in the following management tasks: hiring, on-boarding, coaching and developing, managing performance, promoting and retaining employees.

Overall Performance Summary

Employee Summary:

2014 was a good year with multiple opportunities to learn and improve my skill. beginning for the year I was supporting Deprecation team for on boarding later by end of jan I completely stated working as SME. According to my goals ,I need to perform 2 Major projects and 4 minor projects, However I am able to complete around 12 projects and in total inducing the identified projects its 18. Few listed below

"• CTI on boarding for EU-3 MPs

- CS CTIs standardization for EU3, IN and Jungle
- SOP for Disposition of UN-receivable inventory
- Reducing Vendor Dependency- HL
- Bar code links Multiple ASIN predictive method
- CSA ticketing service standardizing and reducing inflow to CS for EU
- Auto Reporter
- FR ISS TT-SOP/Quick Link for FCs
- Additional Pending reason
- Updating seller support Kiosk to create TT in right CTIs and resolver group
- Mapping problem location is RSP
- AIR

Another goal is to saved 1.5 FTE however i have saved about 3 FTE .

Mentored multiple associates and others such ops intern,SDEs
Also taken multiple training session to the team to improvise the quality
Always been more data driven and supported complete floor when ever data is required for any projects and also trained about 50 associates.

Manager Summary:

Sharath has been able to create his niche in the process through his immense hard work and active involvement in multiple projects spanning across teams. He has helped drive more ownership and streamline the ISS/CS processes through CTI on-boarding and standardization. From creating the Auto reporter tool, simplification of the pending reasons for tickets, creating the UK Retail Dashboard, helping the program team on AIR, creating the SOP for Disposition of un-receivable inventory, quicklink creation for FR FCs, Barcode Reconciliation project, reduction of Vendor Dependency in Hardlines to Non FC CTI standardization, his contribution to the process is immense. He has also been actively involved in driving the quality culture in ISS and training/mentoring his team members. Sharath arranged for a session on basic BI Analytics. He helped train 49 associates in the first two sessions. Sharath is also working on creating an internal training framework for ISS for 2015. He also mentored Amjed, Zoheb (Operational Intern) on ISS during his internship. Sharath also trained the Six Sigma consultants in the process. Sharath helped them in making the initial analysis such as Pareto and SIPOC to identify the top defect areas. He also helped them in identifying the top Root causes. His feedback from across the board has been very positive.

Sharath as an SME has been able to successfully exceed all his targets pertaining to Productivity and process improvement, Quality, Compliance and Escalations. Overall Sharath had an outstanding year 2014.

Identify Strengths and Areas for Improvement

Summarize your top 1-3 strengths and top 1-3 areas for improvement using our Leadership Principles and/or any job specific competencies or skills (e.g. [SDE Principles](#)).

Tips: Are you looking for more [instructions](#) or [examples](#)?

Strengths

Employee Summary:

My top 3 Strengths are:

Invent and Simplify:Retail Dashboard-UK , Auto Reporter

Data driven decisions are pivotal in operations to measure key metrics and access teams performance. BI-Dashboard gives visibility to key KPIs however, there are many reports which are manually pulled though BI-Analytics and complied in excel. To do this exercise, it will need recurring manual effort and is a time consuming task. To overcome this dependency, I used ETL jobs in Data net to publish the report automatically and code the excel to provide the desired

output, which helped in

- ~1 FTE will be saved as the tool will automatically send the data and updates in share point and excel is already formatted to produce desired output.
- Leadership team can access the data anytime for any Adhoc reports without using BI-Analytics
- Effective monitoring of the team by being data driven.

Are Right, A Lot

There are multiple instance during the discussions or process related I have been right most of times.

As I am auditing the ISS TTs, judging the error is very pivotal as most of the action in ISS are situation based. Till date I have received least number of push backs for associate for incorrect auditing.

Vocally Self Critical

In any given situation when ever the team is committed a mistake, I always tried to understand why the mistake happened and reiterated to the team instead of blaming the team.

Manager Summary:

Deliver Results:

Sharath worked on the Barcode reconciliation project for UK vendors and completed the project on time. A total of 23 vendors were approached as a part of this project and 2627 ASINs were cleaned up. A further 5K ASINs were cleaned up for other discrepancies.

Sharath developed new quick links for ISS tickets and new SOPs for FCs to better handle Barcode problems. Sharath also handled the whole CS process change whereby new CTIs were created and RBS took the ownership of CS tickets.

Dive Deep:

Sharath was the POC for the defect type standardization project for EU3. He dived deep into the defect types for ISS and reviewed them meticulously. He added 3 new defect types that were specific to EU market place. Additionally, Sharath is working on a solution to eliminate BLMA issue and has delved deep into the database to find out potential BLMA issues.

While finalizing ISS resolution process flows (post AIR) across UK, DE & FR MPs, Sharath showed significant deep-dive skills and validated all his review comments/ process improvement suggestions with data. He displayed ownership qualities in marking himself as the POC for finalizing the process flows across UK, DE & FR Marketplaces as a result of which a thorough process design was prepared and finalized across all EU Marketplaces.

Ownership:

Sharath is a part of the ISS QA team and assisted the program team for the audit of defect types selected by the associates in EU3. He took ownership of this activity and has run the same till week 52 diligently. His efforts were important for the WW goal of 80% accuracy. As of week 50, the WW accuracy stands at 81%.

Sharath owned the creation of the Retail Dashboard for UK from May through to August ensuring that the highest standard of reporting was available to Retail for ISS, CS, Andon and Yuma. Before implementation RO&I had no standardized way of reporting to Retail the WoW values for these metrics: enabling SOP gaps, un-actioned tickets and areas for dive deep to be highlighted. Through a series of queries, macros and excel formulas Sharath ensured both RBS and RO&I could action on these.

Sharath has been ever present on calls involving Retail, RO&I and Operational Excellence teams. He has used his superb analytical skills to provide input where necessary. He has also challenged Retail assumptions: more often than not rightfully which is a highly valued attribute.

In Q1 2014, Sharath reached out to the Chennai node in an effort to replicate the reduction of Barcode related ISS issues. His approach to proactively reach out to the vendors for obtaining external identifiers attached to ASINs which were due to be received in the immediate future and cross verification of the Barcodes linked on the Amazon systems was unthought-of. Though the initial reservations of replication were on the effort that would be required to manually audit the catalog for discrepancy, implementation of this initiative in the UK process had shown an estimated reduction of ~2000 ISS tickets which is a considerable reduction of the inflow. This not only helped in reduction of ISS tickets but also ensured hassle free receive of units with no wait involved in the process as the barcode discrepancies were taken care off prior to arrival of units

PSS team faced trouble in customizing queries for ASIN creation in different marketplaces and scheduling the queries to receive weekly data. Sharath went beyond his regular work and resolved the issues in the queries. He also helped to schedule the queries which enabled weekly update of ASIN creation.

Bias for Action:

Sharath partnered with the Chennai team for data extraction of Deprecation request raised for one year for North America OU. It was a very urgent request and he accommodated this by understanding the need of the urgency. The process was multi step, complex and Sharath was very patient to explain the whole process of extraction and segregation of the data to the concerned team.

While finalizing re-routing of non-FC filed ISS tickets, Sharath showed significant bias for action by proactively performing a volume analysis of the ISS volume and suggesting alternative routing logic for the non-FC filed ISS cases. The analysis and suggestions provided by Sharath formed the basis for the re-routing logic that is finalized by NA/EU region.

Areas for Improvement

Employee Summary:

Think Big

I tries to fix the problem in front of me instead of seeing the bigger picture.

Manager Summary:

Have Backbone; Disagree & Commit and Earn trust of others:

Sharath has shown a tendency to overcommit without being realistic about the timelines during the course of last year. This did result in him staying back till late hours to complete the deliverables on time and a few minor misses. It is important to set the right expectations at the very beginning itself as he assumes higher responsibilities. It has also been observed on occasions that when faced with a situation or an outcome which is not as per his expectations, he can let his emotions overpower him which reflects in his communication. He needs to think from a broader prospective when faced with such situations and be careful with his communication as we are on stage all the time. This especially assumes more importance as he assumes higher responsibilities this year. He has already been given a feedback on this and we have seen a positive needle movement.

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Ratings

Performance Rating: Outstanding

Leadership Principles Rating:

Acknowledge Receipt of Review

Note: Your acknowledgement does not necessarily indicate that you agree with the review, only that you have received the final copy.

Acknowledgement Comments

Employee Summary:
