

KRA
IKAPS
Project Planning and Execution
Risk Management
Resource Management
Communication & Stakeholder Management
Change Management
Training & Support
New Tech Learning

KPI
Ownership
Client Management and Satisfaction
Teamwork
Execution and Excellence
Hygiene / Etiquettes / Behavior
Project completion within budget and timeline
Project scope adherence
Stakeholder satisfaction
Proactive identification & mitigation
Optimal utilization & team management
Timely & effective communication
Project change control
Knowledge sharing & readiness
Upskilling & knowledge sharing
AI initiative and automation

Description / Measurement	Weightage %
≥97% milestones delivered on time; escalation turnaround ≤12 hrs	2%
Maintain CSAT ≥4.6/5; achieve NPS ≥+50; capture quarterly VOC	2%
Peer/360 feedback ≥4.5/5; mentor one junior to independent delivery	2%
UAT defect leakage <1.5%; rework <3%; add one quality automation	2%
100% timesheet compliance; zero violations; lead one culture initiative	2%
≥95% milestones on/before plan; cost/schedule variance ≤3%;	10%
Scope creep <2%; approvals median ≤5 business days	10%
Release satisfaction ≥4.6/5; zero unresolved feedback at release	10%
Predictive risk scoring; ≤1 medium risk materialized per quarter; mitigation plan ≤2 business days	10%
Utilization 85-90%; overtime <5 hrs/person/month; 3-deep coverage; TL succession plan	10%
Weekly status on projects with Team Utilization; live automated dashboard; proactive escalation ≤1 business day	10%
Athena Issue Resolve ≤3 business days; rework <3%; success rate ≥98%	5%
≥12 sessions; ≥3 trained backups; reduce Athena tickets by 20%	5%
Complete 1 advanced cert; lead 2 AI tech Project	5%
Productionize 1 AI solution achieving ≥15% productivity gain or ≥20% cycle-time reduction	15%