TEAM PERFORMANCE PLAN

Completed By:	Jianqiao Zhao
RTO/Workplace/Organisation:	Bounce Fitness
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Key Performance Indicators (KPIs)				
Team KPIs				
	Area of Performance	Low performance	Ideal Performance	High Performance
1	Business Continuity Plan Implementation	The business continuity plan is not fully implemented or understood by all departments within 6 months.	The business continuity plan is fully implemented and understood by all departments within 3 months.	The business continuity plan is fully implemented, understood by all departments, and tested within 2 months.
2	Response Time to Crisis	The team takes more than 24 hours to activate the business continuity plan in response to a crisis.	The team activates the business continuity plan within 12 hours of a crisis.	The team activates the business continuity plan within 6 hours of a crisis.

Individual KPIs				
	Area of Performance	Low performance	Ideal Performance	High Performance
1	Risk Assessment (For Risk Management Officer)	Identifies less than 70% of potential risks and develops mitigation strategies for less than 50% of identified risks.	Identifies 90% of potential risks and develops mitigation strategies for 80% of identified risks.	Identifies 100% of potential risks and develops mitigation strategies for all identified risks.
2	Recovery Time (For Recovery Coordinator)	Business operations are not fully recovered within 72 hours after a crisis.	Business operations are fully recovered within 48 hours after a crisis.	Business operations are fully recovered within 24 hours after a crisis.