

PERFORMANCE APPRAISAL FORM

(Last Name) (First Name) (MIDDLE NAME)	Immediate Heads Name :	MARY ROSE PERAL	TA		
VIER MARIFE B.	Job Title :				
b Title : CUSTOMER SALES REPRESENTATIVE		OPERATION SUPERVISOR			
atus of Employment :	Department / Branch :				
DEGULAR		OPERATION CEBU		Dec-23	
iring bace.	2022 Period Covered of Evaluation :	Jul-23	To	Dec-23	
ffectivity date of Current Position: 4/18/	2022 Date of Appraisal:	19-Feb-24 1-Jun-24			
ength of Time in Present Job 1.87	Date of Next Appraisal:				
OTE: Total no. of KPI's on KRA should be 8 and properly distributed in its 4 factors.		WEIGHT	7(0%	
I. KRA		WEIGHT	50	29/6	
) BUSINESS PROCESS KEY PERFORMANCE INDICATORS		RATE BASED ON THE IMPORTANCE /WEIGHT OF THE RESPONSIBILITIES	HIT/MISS	FINAL ASSESMENT Sase on weight	
		20%	1	10%	
ero incidence of unreserve bookings in the TMS System		30%	1	- 15%	
00% Utilization of system for delivery update			1	15%	
On time updating of DOT		30%		10%	
On time sending of pre alert		20%	1	-	
A CONTROL OF THE PROPERTY OF T	Market and the second of the s	100%	7 200	50%	
TOTAL RATE >>>>>>>>>>>>		WEIGHT	30	9/9	
2) CUSTOMER KEY PERFORMANCE INDICATORS		RATE BASED ON THE IMPORTANCE / WEIGHT OF THE RESPONSIBILITIES	HIT/MISS	FINAL ASSESMENT Base on weight	
		40%	1.	12%	
100% CAT submission of CSR Daily Monitoring		30%	1	9%	
Zero incidence of Customer Complaints due to late or no update, feedback on the status of transaction/booking		30%	1	9%	
On time reporting of issues and discrepancy and ask for disposition		2070		0%	
on time reporting				30%	
The state of the s		100%	Living of the Control	3670	
TOTAL RATE >>>>>>>>>		WEIGHT	10	9/a	
B) PEOPLE DEVELOPMENT KEY PERFORMANCE INDICATORS		RATE BASED ON THE IMPORTANCE / WEIGHT OF THE RESPONSIBILITIES	HIT/MISS	ASSESMENT Base on weight	
		80%	1	3%	
00% Attendance to required trainings/seminars/training.	THE RESERVE OF THE PARTY OF THE	20%	1	2%	
ero incidence of non compliance to attendance and timeliness based on COC.	A STATE OF THE STA			0%	
				0%	
	ALCOHOL: COMM			10%	
	CALL THE PARTY HAS	100%	68"	1014	
OTAL RATE >>>>>>>>>		WEIGHT		0%	
) FINANCIAL KEY PERFORMANCE INDICATORS		RATE BASED ON THE IMPORTANCE / WEIGHT OF THE RESPONSIBILITIES	HIT/MISS	FINAL ASSESMENT BO on weight	
0% CAT disposition of Marketing related discrepancies and other discrepancies that needs CSR intervention with	thin 24hrs upon receipt of discrepancy	100%	1	10%	
00% CAT disposition of Marketing related discrepancies and outer state of the conference of the confer		100%	1	10%	
ero charges on KPI penalties by customer				0%	
O Charges				0%	
		ERROR		20%	
(AL RATE>>>>>>>>>>>>	VOA YOYA WATCHY (B. C.)	Customer Pennis Pennis	ent & Emandal	100%	
	KRA TOTAL WEIGHT (Business Proc	A Arteriory action beverappin			
SCALE: 1 = 60% Below 2 = 70% 3 = 80% 4 = 90% 5 = 100%	KRA TOTAL RATE >>>>>		100	110%	
SCALE: 1 = 60% Below 2 = 70% 3 = 8070	KRA SCALE RATE >>>>>>			- 4	

BEHAVIOURAL INDICATORS		WEIGHT	3	10%
ect at most two behavioral indicators from the FAST "ECCITE" Values. (Please refer to to	he VMV sheet)	RATE BASED ON THE IMPORTANCE / WEIGHT OF THE RESPONSIBILITIES	ASSESSMENT	FINAL ASSESMENT B on weight
ellence: Improve on utilization of TMS and minimize undelivered. Provide solution on every issue encounter du	ring deliveries	50%	4	2
nmitment: We own responsibility to hit target KPI and improve TMS and Ideliver		50%	4	. 2
TAL RATE >>>>>>>>>>	时,唐紫海山 常	100%		4
SCALE: 1 = Unacceptable 2 = Needs Improvement 3 = Me	ets Expectation 4 = Exceeds Ex	pectation 5 = Outstandin	9	
PERFORMANCE RATING		TO ARREST TO ARREST		
FACTORS	WEIGHT	TOTAL SCORE	FINAL ASSESMEN	T Base on weight
KRA	70%	4	2.	80
BEHAVIOUR INDICATORS	30%	4	1.3	20
TAL RATE >>>>>>>>>>	100%	4	4.1	0
. PERFORMANCE IMPROVEMENT PLAN				
Specific Areas to be Improved	Action	lan	Timeline	HIT/MISS
Communication skills	Apply 7 rules of effective communicat	ion skills	MAY 30 2023	1
VMV Training	Request seminar and training		SEPT 1 2023	1
				1
TMS Training	Attend training on TMS to be proficien	t	SEPT 1 2023	2
TMS Training Teamwork	Impart on solving the problem as team	,	SEPT 1 2023	\$ 1
		livered by daiily		2
Teamwork TMS undelivered and utilization of Ideliver OTAL RATE>>>>>>> mployee Comments/Reactions (this section maybe left blank or may be used to comment in support of or in isagreement with the appraisal & observations written on this form)	Impart on solving the problem as tean Improve TMS performance in under monitoringand help in solving issue	n Ulivered by daiily ss in Ideliver	SEPT 1 2023 15-Apr-24	÷ 1
Teamwork TMS undelivered and utilization of Ideliver OTAL RATE>>>>>>>> mployee Comments/Reactions (this section maybe left blank or may be used to comment in support of or in	Impart on solving the problem as team Improve TMS performance in under	n Ulivered by daiily ss in Ideliver	SEPT 1 2023	Ç 1
Teamwork TMS undelivered and utilization of Ideliver OTAL RATE>>>>>>> mployee Comments/Reactions (this section maybe left blank or may be used to comment in support of or in isagreement with the appraisal & observations written on this form)	Impart on solving the problem as tean Improve TMS performance in under monitoringand help in solving issue	n divered by dailly as in Ideliver	SEPT 1 2023 15-Apr-24	÷ 1

SKILL SET & BEHAVIOUR ASSESSMENT - NON-MANAGERIAL

		scor	score/5	
	Skills and Work Competency Areas	Self- asses	2nd view	Essent ial /
1	Using and developing my knowledge.	5	5	E ·
2	Researching, investigating and problem-solving.	4	5	E
	Communicating outwardly: face-to-face, phone, email, etc.	5	5	E
4	Listening and interpretation, establishing rapport, understanding needs.	5	5	E
5	Developing solutions and agreeing things with people.	5	5	E
6	Financial understanding and commercial ability.	4	4	E
7	Speaking and presenting to groups.	5	5	E
8	Helping or coaching or teaching or training others.	5	5	<u>E</u>
9	Using information and communications technology .	5		E
10	Technical appreciation and use of equipment/tools/machinery for my area and related areas.	4	4	E
	Understanding and making the most of my relationships with people and groups.	5	5	E
12	Competitor/industry awareness and consideration of these factors in planning, decision-making, etc.	5	-	E
13	Taking initiative and responsibility, e.g., decision-making, project management, running meetings.	5	-	E
	Visioning, creating, and inspiring others with my ideas.	5		<u>E</u>
15	Managing time, planning, being effective, efficient, productive, and reliable.	5		E
16	Appreciating/applying social responsibility, sustainability, humanity and ethical considerations.	5	5	
	lotal	77	78	
	Rating for 16 skills	5	: 1	

	Behaviours, Attitudes and Personal Style	Self- assess	2nd view	Essenti al / Desirab
	Chicken for revised dayslanment	5	5	E
1	Striving for personal development.	5	5	E
2	Taking personal responsibility to resolve problems, even those not of my own making.	5	5	E ,
3	Understanding the way people really feel.	5	5	E
4	Developing positive relationships.	5	5	E
5	Keeping focused and productive, reliable and dependable.	5	5	E
6	Planning how to achieve my work and personal goals.	4	4	E
7	Managing stress and conflict.	4	5	E
8	Managing upwards and sideways (my managerial superiors and my peers).	5	5	F
a	Contributing positively to team/company morale and spirit.	5	5	F
10	Seeking and picking up responsibility that I see waiting to be filled.	5	5	F
	Team-working.	5	4	E
13	United compaction and care for others.	5	4	E
13	Using integrity and ethics in my judgement about work and organisational issues. Total	63	62	
	Rating for 13 Behaviora		.81	
	Total Rating		.83	

Score yourself out of 5 for each skill and behaviour. Validate your scores by discussing them with your boss or someone who knows you (these scores go in the '2nd view' column and form the basis of the assessment). At the same time agree with the other person whether each skill and behaviour is essential or desirable for the effective performance of your role, or your next job if you are seeking advancement. Your personal development priorities are therefore the lowest scores in the essential skills and behaviours. For group training needs analysis see the Training Needs Analysis template, which is used to analyse the results of a number of individual assessments. Adapt or change the elements above and in the TNA tool to suit the job role(s).

Scale: 1=Very Low 2=Moderate Low, 3=Medium, 4=Moderate High, 5=Very High	
LS CONTROL MARIEF LAVIER VINNEWAY OF CO.	•
The modiate Head Name and Signature: MART ROSE PERCETA	FDC-HR-SP-005/F-02 Ver0