

# PERFORMANCE MANAGEMENT SYSTEM

## MODULE 2021

Part 2 | For the financial year 20-21

### Assessment Module

Once your goals and KPIs for FY 2021-2022 are set and approved, you need to begin with the assessments for the previous year on QuikChex. **Assessments comprise of 3 key sections – Goal Evaluation, Competency Evaluation and Qualitative Feedback.** The process, in detail, is mentioned below.

### Eligibility:

Full-time Team Members who have completed 4 months or more (as of 31st March 2021) in the organization (including probation period) are eligible to submit their assessments on QuikChex. Team members who are currently on probation, contract or internship are not required to take assessments.

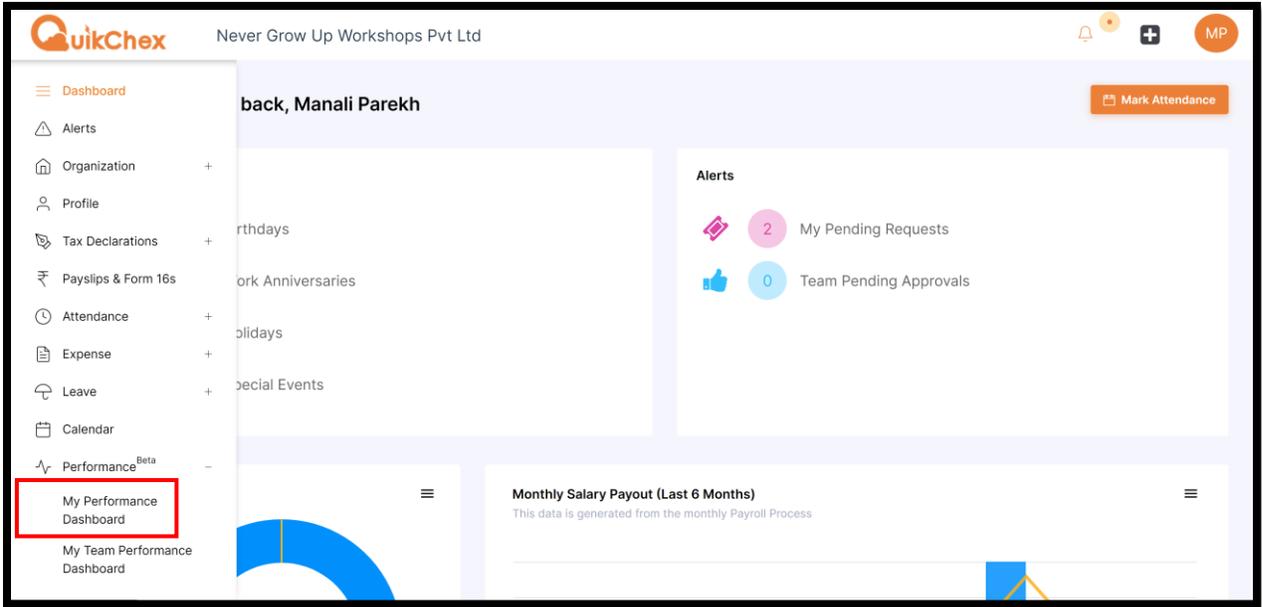
Only full-time Team Members who have completed 9 months or more (as of 31st March 2021) in the organization (including probation period) are eligible for appraisals, salary corrections or/and increment. This depends on their performance and ratings in the assessment by their line manager and final assessor / management.

### The Process:

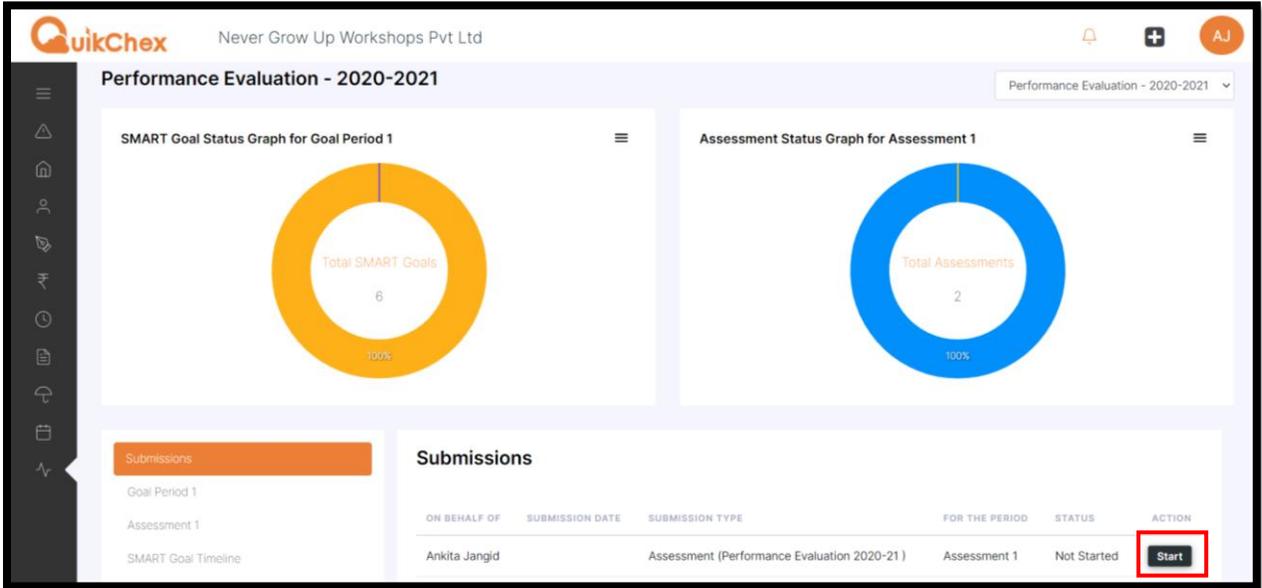
Before logging into QuikChex, ensure that KPIs/Goals are set, assessed and approved by your line managers.

The assessment module will only get activated if the goals are in place.

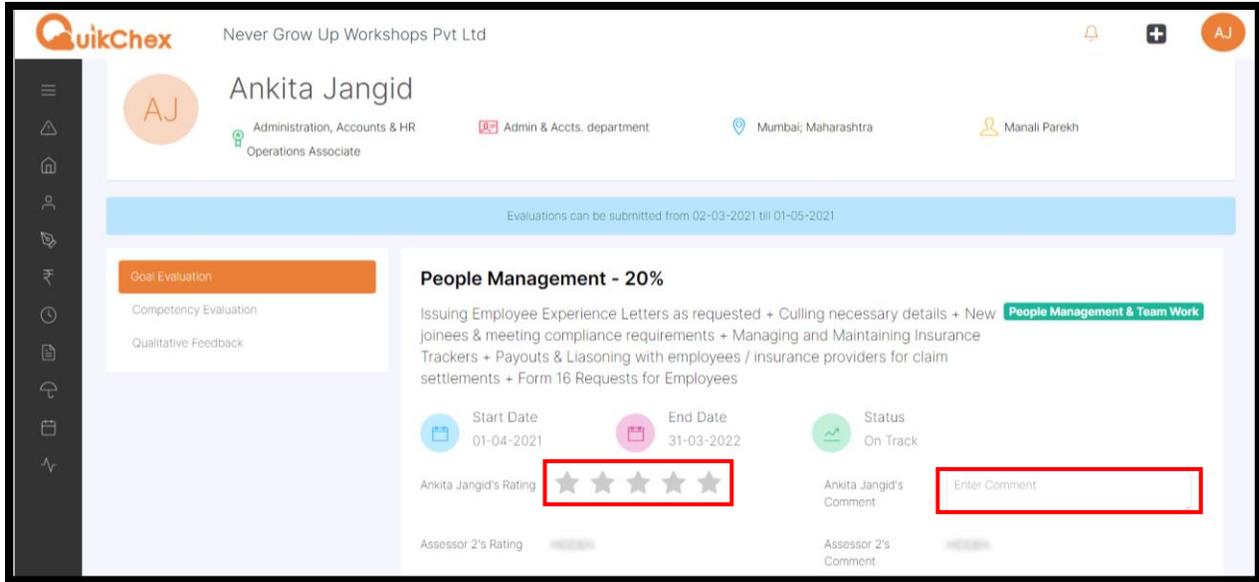
1. Once done, log in to your QuikChex account and click on **My Performance Dashboard**



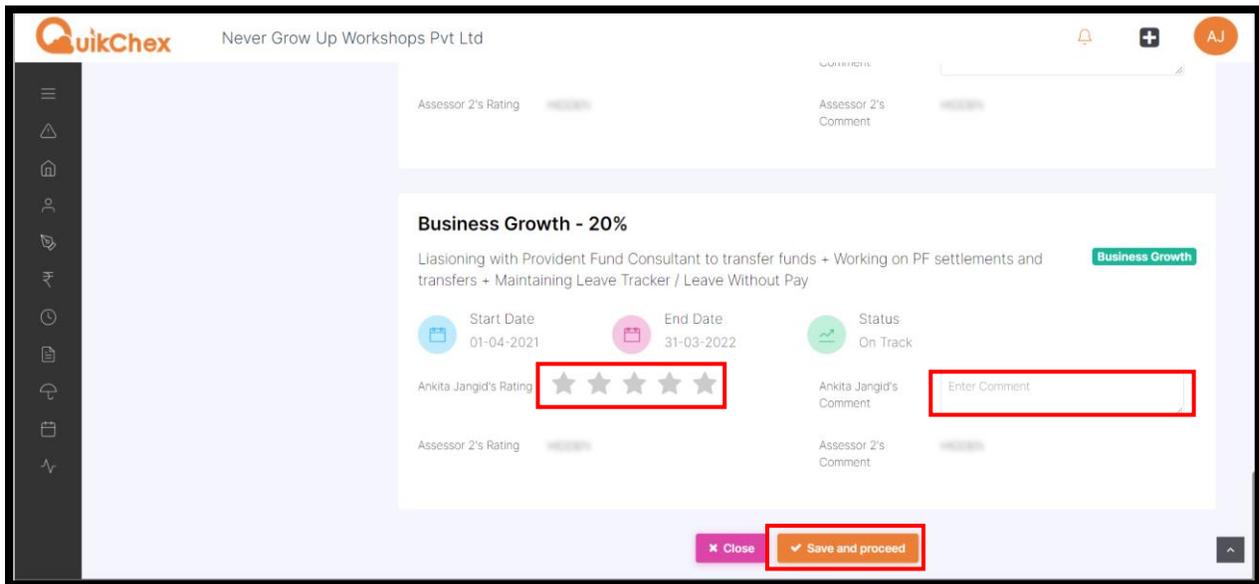
Under submissions, the assessment module will be activated. To begin, click on Start.



First section is Goal Evaluation. Since the goals are already approved by your line manager, it's time to rate them up to your ability and understanding. The idea is to understand where you as an Team Member stand in terms of goals/KPIs set for the upcoming year. Ratings are out of 5 stars and you can begin with a self-evaluation followed by a manager rating. Ensure you comment on why you rate yourself at a certain level.



Selecting 'Save and Proceed' will take you to the next phase



Second section is Competency Evaluation.

A competency is a set of demonstrable characteristics and skills that enable, and improve the efficiency of, performance of a job. Competencies are not necessarily skills, although they are similar. Skills are learned, while competencies are inherent qualities an individual possesses that translate into actions at work.

Competencies usually fall into three categories:

Behavioural Competencies – an expression of the softer skills involved in an Team Member’s performance.

Technical Competencies – usually concerned with the effective use of IT systems and computers, or any hard skills necessary for a job.

Leadership Competencies – an expression of the qualities that make a good leader, turned into measurable behaviours.

**Every Team Member is required to rate him/herself on the competencies, we as an organization believe in. There are 10 competencies that matter to us at One Team**

**Agility** - It is your willingness to change, your ability to change and the nimbleness you exhibit as you adapt to change quickly—it is key to your future. Workplace agility stems from this ability to work quickly, seamlessly, and cohesively. As more and more Team Members begin to work from home or on the road, company productivity shouldn't suffer. Here are 8 characteristics that will make you more agile at work: You're not afraid to change course, you're a listener, you collaborate, you're proactive, you're a communicator, you are disciplined, you are resilient, and you're a lifelong learner.

**Building Talent** - Reflects how important every single person's aptitude at their job is to the organization's success. This also applies to you when you work closely to make other team members shine in the company. Your success is a factor of how you perform and how your team performs.

**Client Centricity** - Client-centric, also known as customer-centric, is a strategy and a culture of doing business that focuses on creating the best experience for the customer, and by doing so builds brand loyalty. It ensures that the customer is at the center of a business's philosophy, operations, or ideas. It is a business strategy that is based on putting your customer first and at the core of your business in order to provide a positive experience and build long-term relationships.

**Critical Thinking & Problem Solving** - Critical thinking is a process of objective evaluation of facts and the consideration of possible solutions to problems. It is important because it helps individuals and teams more effectively diagnose problems and identify possible solutions that aren't entirely obvious at first. The thinker improves the quality of his or her thinking by skillfully analyzing, assessing, and reconstructing the subject, content, or the problem. Critical thinking is self-directed, self-disciplined, self-monitored, and self-corrective thinking.

**Efficiency** - Efficiency in the workplace means when Team Members carry out the correct tasks in the right way, with the least waste of time and effort. In essence, improving workplace efficiency is about helping Team Members work smarter, not harder. They know how to organize their time and effort to complete tasks on time.

Here are the top things you can do to increase Team Member efficiency at the office - Don't be Afraid to Delegate, Match Tasks to Skills, Communicate Effectively, Keep Goals Clear & Focused, Incentivize Team Members, Cut Out the Excess, Train and Develop Team Members, and Embrace Telecommuting.

**Empathy** - Empathy is the ability to perceive and relate to the thoughts, emotions, or experiences of others. Those with high levels of empathy are skilled at understanding a situation from another person's perspective and reacting with compassion.

For example, you likely smile and take the trouble to remember people's names: that's empathy in action. Giving people your full attention in meetings, being curious about their lives and interests, and offering constructive feedback are all empathic behaviors, too. Practice these skills often.

**Ownership** - The ownership is Team Members agreeing to their roles and planning strategically to achieve the same. It is a two-way process; a Team Member will take charge of his/her work when given a proper environment and vice-versa. It gives Team Members a sense of autonomy. Instead of requiring constant handholding, Team Members will focus on what the company needs overall rather than just what's required of them. That's because they feel invested in the team's success.

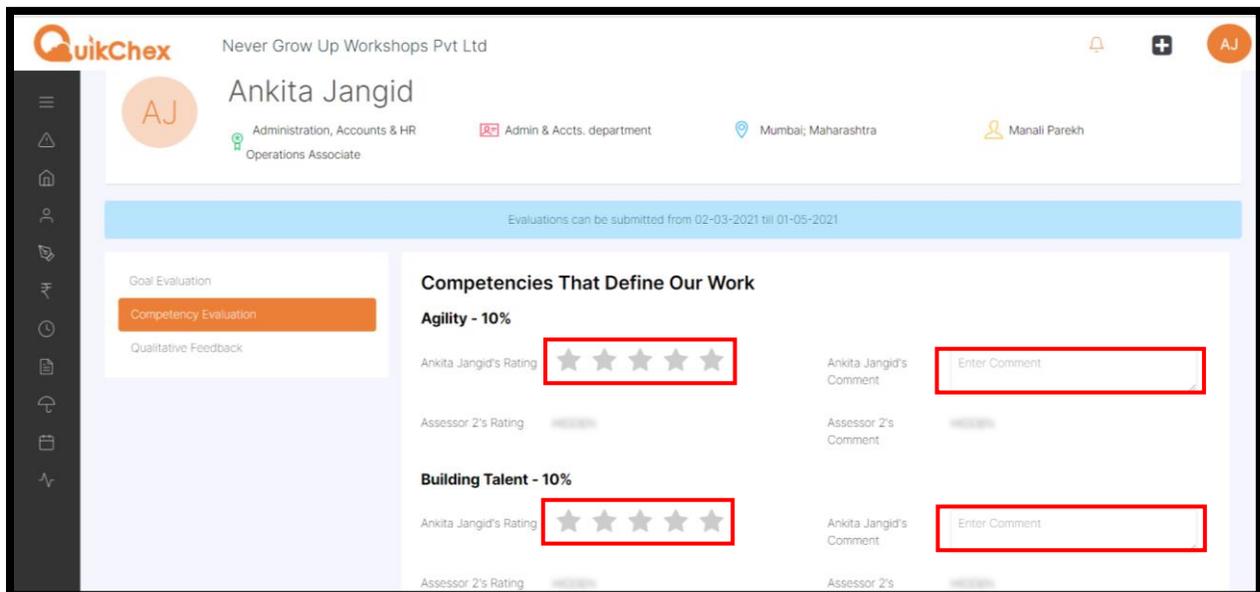
**Pursuit of Excellence** - To live a life in pursuit of excellence means making the most use of your time. This means: Staying focused on getting results while working on your highest priority activities. Gaining most value from every opportunity, interaction, and minute of your day.

Keys to Workplace Excellence are - Provide a compelling, positive vision with clear goals; Communicate the right stuff at the right time; Select the right people for the right job; Create a united, team atmosphere; Encourage cool stuff—continuous improvement and innovation; Recognize and reward excellent performance; Demand accountability.

**Respect (Deadline, Team Confidentiality)** - Deadlines help us to collaborate toward achieving a shared goal, and to keep complex, multistage projects on track. To set expectations. Deadlines make clear what we're expected to deliver and when. This means that we can take control of our work, free of confusion. Workplace confidentiality refers to any confidential information that you come across in the course of business. There are three main types – the personal information of customers, Team Member information that managers collect, and “proprietary information.” Respecting both deadlines and team confidentiality is a vital for growth of an individual in an organization.

**Teamwork & Collaboration** - Collaboration in the workplace is when two or more people (often groups) work together through idea sharing and thinking to accomplish a common goal. It is simply teamwork taken to a higher level. Teamwork is often a physical joining of two people or a group to accomplish a task. Both teamwork and collaboration involve a group of people working together to complete a shared goal. The key difference between the collaboration and teamwork is that whilst teamwork combines the individual efforts of all team members to achieve a goal, people working collaboratively complete a project collectively.

**Each competency has an equal weightage of 10% and Team Members are required to rate themselves out of 5 stars.**



**Ensure that all the competencies are rated, and commented before saving and proceeding to the next section.**

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Ankita Jangid's Rating ★★★★★

Assessor 2's Rating

Ankita Jangid's Comment

**Respect (Deadlines, Team, Confidentiality) - 10%**

Ankita Jangid's Rating ★★★★★

Assessor 2's Rating

Ankita Jangid's Comment

**Teamwork & Collaboration - 10%**

Ankita Jangid's Rating ★★★★★

Assessor 2's Rating

Ankita Jangid's Comment

**Third section talks about Qualitative Feedback.**

There are 6 qualitative questions that each Team Member needs to assess and answer in as much detail as possible. These questions comprise of self-evaluation as well as past year's evaluations, concerns and feedback to the managers, team, and the organization. The idea is to ensure the support required to make your work life easier and more productive while acknowledging past mistakes and working on them positively.

The questions are:

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Evaluations can be submitted from 02-03-2021 till 01-05-2021

Goal Evaluation  
Competency Evaluation  
**Qualitative Feedback**

### Feedback Concerns Self-Evaluation Action Statement

**How have you been innovative in the last one year**

Ankita Jangid's Response

Assessor 2's Response

**What are the areas where your team or sub-team needs to improve**

Ankita Jangid's Response

Assessor 2's Response

**What new ideas will you bring to the table in the next one year**

Ankita Jangid's Response

Assessor 2's Response

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**What new ideas will you bring to the table in the next one year**

Ankita Jangid's Response

Assessor 2's Response

**How do you ensure you respect confidentiality in the work you do**

Ankita Jangid's Response

Assessor 2's Response

**Areas of improvement for you - Self-Evaluation**

Ankita Jangid's Response

Assessor 2's Response

**What feedback would you want to give your manager**

Ankita Jangid's Response

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**How do you ensure you respect confidentiality in the work you do**

Ankita Jangid's Response

Assessor 2's Response

**Areas of improvement for you - Self-Evaluation**

Ankita Jangid's Response

Assessor 2's Response

**What feedback would you want to give your manager**

Ankita Jangid's Response

Assessor 2's Response

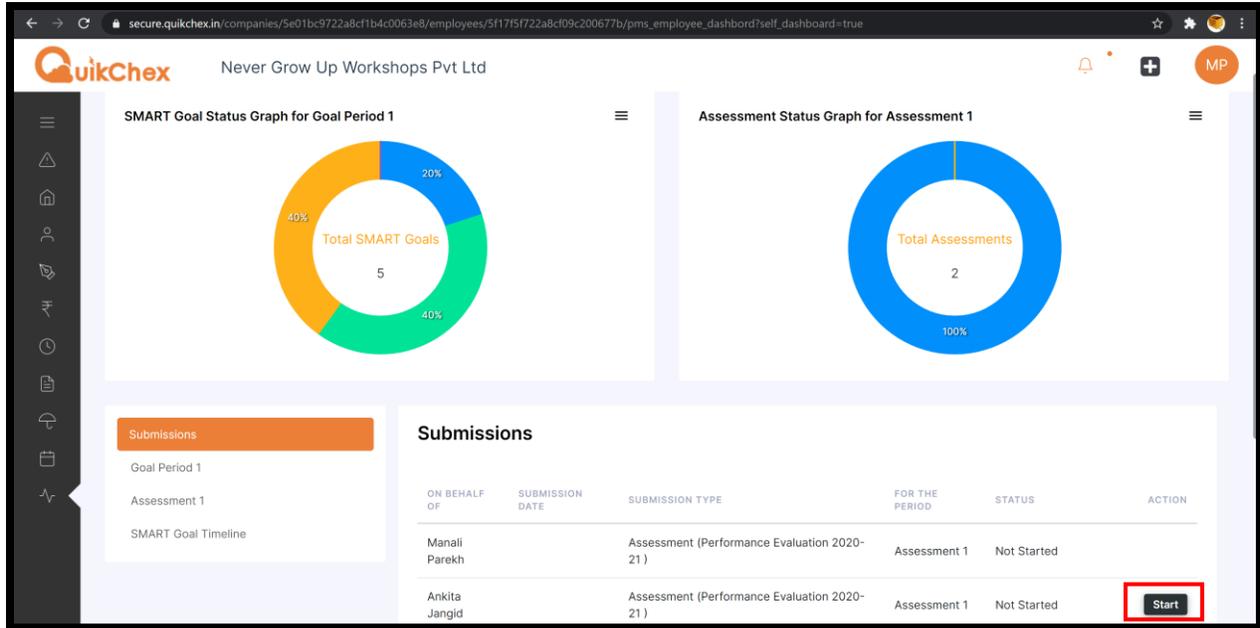
[Back](#) [Close](#) [Save as Draft](#) [Submit](#)

**While answering the questions, if you need time, are unsure of something or cannot complete it in one go, please use 'Save as Draft' to ensure your efforts do not go to waste. Best option is to write your answers on a word document, review and edit before pasting it on to the QuikChex.**

**Submitting here will submit all three sections of assessment to your line manager for approvals. Before you click on Submit, please ensure you have reviewed each section. Once submitted, Team Members will not be able to edit their responses.**

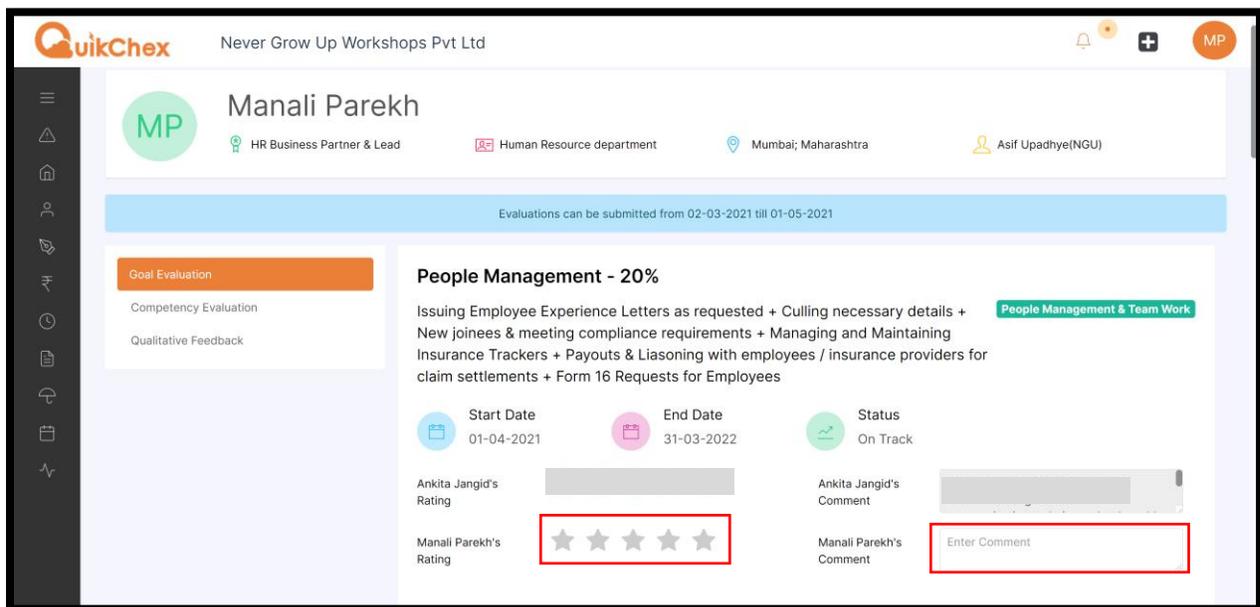
**For Line Managers:**

**On your My PMS Dashboard, under submissions, you will have your team assessment waiting for approvals and your ratings. Please click on 'Start' to begin assessment for your team.**

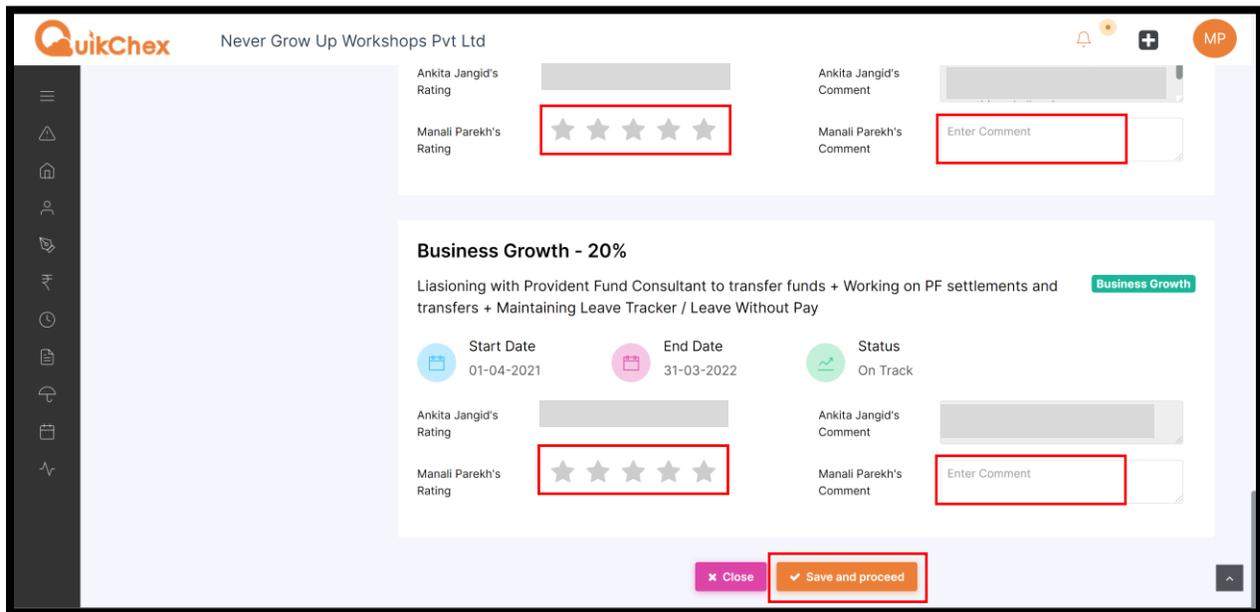


**As a manager, you are required to assess in same 3 sections – Goal Evaluation, Competency Evaluation and Qualitative Feedback.**

**For Goal Evaluation, you are required to assess the Team Member's ratings and comment for. You can agree to their ratings or can choose to increase/ decrease the same. Kindly provide explanation to your ratings for your upline manager for final approvals. Your ratings will over-write the Team Member's ratings, hence choose wisely. Ours is a culture of encouraging positive improvements.**

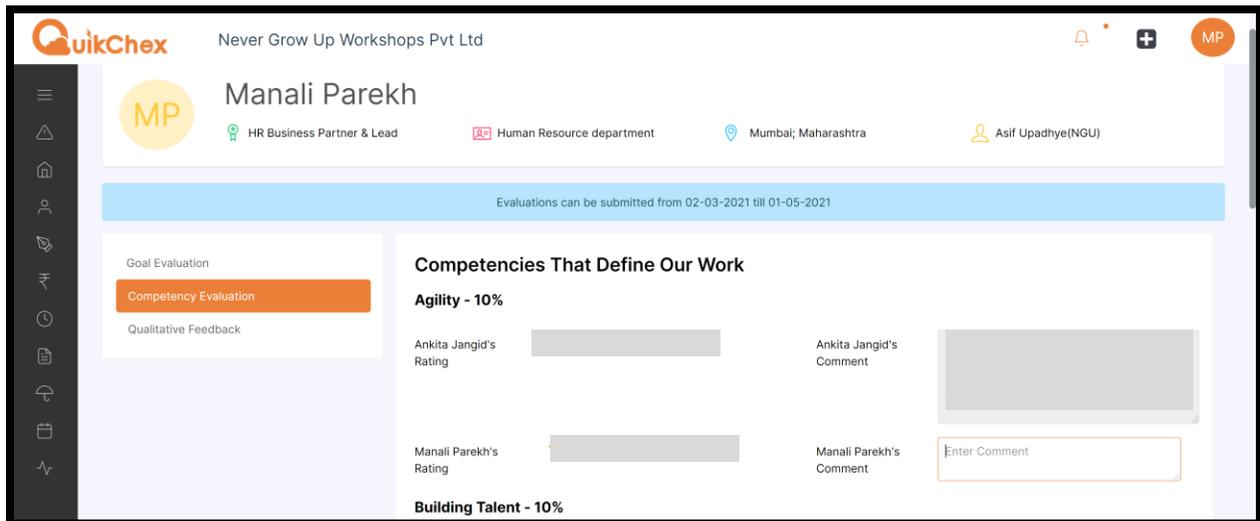


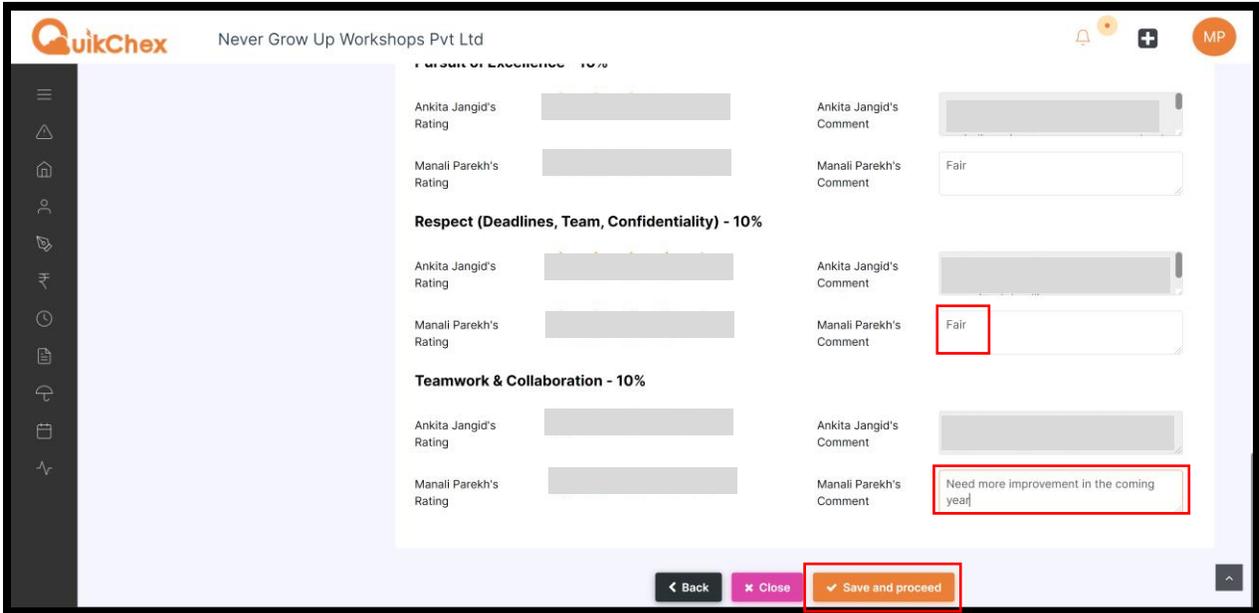
Kindly save and proceed once you are done rating and commenting on the team's goals.



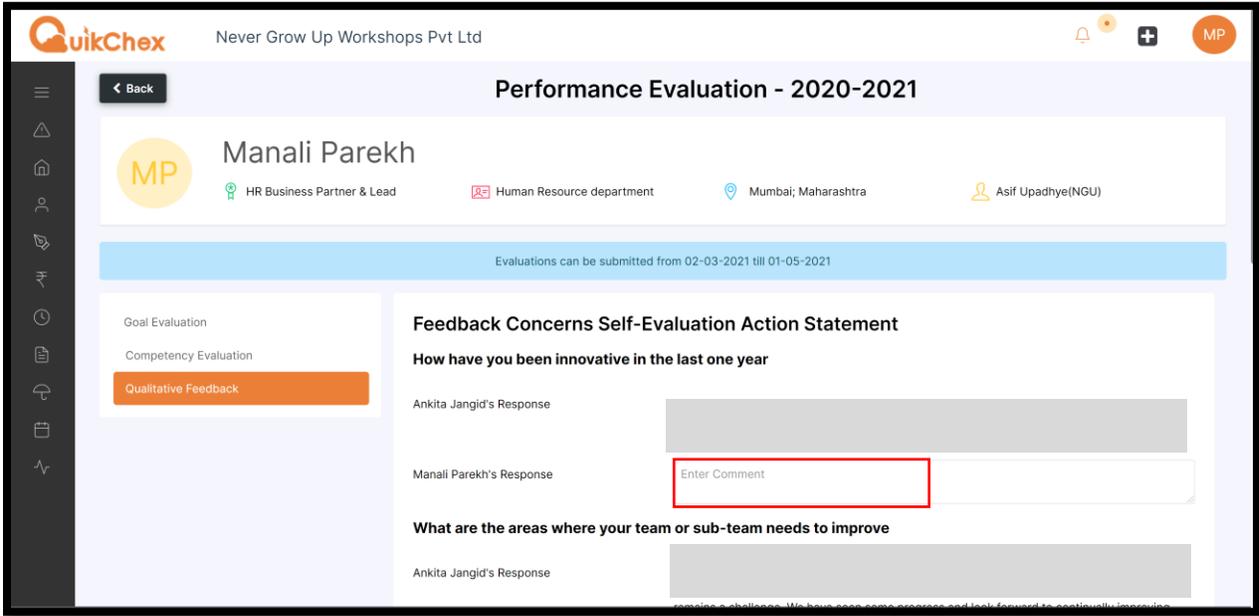
Second is the Competency Evaluation.

Team Members will have rated competencies to their best knowledge and understanding. As manager, you can choose to agree/disagree with their ratings. Please add your ratings and explain the same. Once done, save and proceed to next section.





Third section is **Qualitative Feedback**. Please provide with your assessment to each question your team has answered. You can add to their assessments, agree, and disagree. Acknowledge their feedback for the team, organization, and you as their line manager. Lay out steps to improve and ideas to help the Team Member and the team grow.



Kindly review all three sections before 'submitting' your responses and comments. Once submitted, it will go to the 'Final Assessor' for final approval. You cannot edit your responses once submitted.

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Manali Parekh's Response

Enter Comment

**Areas of improvement for you - Self-Evaluation**

Ankita Jangid's Response

Manali Parekh's Response

Enter Comment

**What feedback would you want to give your manager**

Ankita Jangid's Response

Manali Parekh's Response

Enter Comment

Back Close Save as Draft Submit

You can view your responses (but cannot edit) at the PMS dashboard.

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SMART Goal Status Graph for Goal Period 1

Assessment Status Graph for Assessment 1

Total SMART Goals: 5

Total Assessments: 2

Submissions

ON BEHALF OF	SUBMISSION DATE	SUBMISSION TYPE	FOR THE PERIOD	STATUS	ACTION
Manali Parekh		Assessment (Performance Evaluation 2020-21)	Assessment 1	Not Started	
Ankita Jangid	11-04-2021	Assessment (Performance Evaluation 2020-21)	Assessment 1	Completed	View

Please note:

- Once all the responses are submitted, it will go to your line manager for approvals.
- In case of change in line manager during the course of past year, the current manager is required to consult previous line manager before rating the respective Team Member/s.
- In case your previous line manager is no longer a part of the organization; the current manager can consult the final assessor before submitting the assessments.
- Final assessors have the right to over - write any rating and the final decision rests with management.

- Team Member will be able to view all the ratings and comments from their assessors.
- Managers are to ensure confidentiality in the matters of appraisals. The ratings and comments should strictly remain confidential between the Team Member, manager, and final assessor.

This ends the assessment process for Team Members as well as line managers.

Post this process, all the assessments will be evaluated by a final approver. Promotions and increments will be allocated based on the financial condition of the company, your ratings and assessments. New offer letters will be generated on QuikChex within 2 weeks from the end date of the submission. This will be notified and communicated to all the Team Members separately.

In case of any technical and process-based queries, please feel free to reach out to Manali Parekh [manali@willnevergrowup.com] and Ankita Jangid [ankita@willnevergrowup.com].