

Performance Management System (PMS)
REVISED COMPETENCIES
JMC
(Junior Management Cadre)

Definition

The ability to have a constant evaluation of one's values, strengths and weaknesses, interests and ambitions and to take action in order to develop one's competencies and skills to further take on more responsibilities.

RATING SCALE

POOR (1) -

Observed Occasionally/Rarely

GOOD (2)-

Observed on 1-2 instances in a year.

VERY GOOD (3)-

Observed on 3-4 instances in a year.

EXCELLENT (4)-

Observed on 4-5 instances in a year.

ROLE MODEL (5)-

Observed on more than 5 instances in a year.

***While Rating the employee and Manager should mention specific instances of the events.*

Meaning /Description

It is where one consciously works to improve one's skills, and competencies and displays curiosity; seeks out opportunities to learn.

Voluntarily participates in further education, training, or other events to support one's career goals.

Definition

Extend to which one shows integrity have strong ethical and moral principles and adhere to these even when not under public scrutiny and while collaborating with colleagues or attending to the requirements of the clients and customers and also be attentive to others' unethical behaviors and escalate to the immediate supervisor.

Meaning /Description

The one who practices ethical behavior and integrity in his/her day-to-day transactions and also brings any unethical acts/deeds to the manager's notice.

RATING SCALE

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Definition

The extent to which one plans and focuses on results/goals to be achieved in the context of the department or self-targets by applying Skills/competencies. Seeks guidance and feedback on his/her task/job performance and responds appropriately and takes action to improve the result achieved within the scope of policies, processes, and timeline.

Meaning /Description

Constantly communicate own plans to achieve goals and desire for results within the assigned work tasks/goal and timeline. Proactively look for ways to improve the team and own role within the team Plan for contingencies to deal with unexpected challenges.

RATING SCALE

- POOR (1) -**
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- GOOD (2)-**
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- ROLE MODEL (5)-**
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Definition

Extend to which one follows the functions, policies, processes, and Systems(applications) to the optimum level.
Suggests improvements through a proper channel and process.

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Meaning /Description

How one is aware of processes, policies, and systems(can be applications) which are relevant to one's scope of work and adhere to them.
Recommends improvements, and suggestions to the supervisors with proper analysis.

Definition

The extent to which one anticipates identifies, and defines problems
Seeks root causes and either resolves problems or escalates issues in an appropriate and timely manner or develops and implements practical and timely solutions.

Meaning /Description

When one understands the problem and analyzes available data/
information to find a logical solution. or escalate the problem in an appropriate and in the required timeline to avoid any kind of loss of time and Money/Resources.

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Definition

The extent to which one contributes to achieving the team's shared goals by participating actively, sharing responsibility, and contributing to the capability of the team.

Listening to other members of the team and sharing logical suggestions.

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Meaning /Description

It is where one not only understands but also supports the decision of the team.

Where one shares responsibilities and accountability and creates an atmosphere of mutual respect, helpfulness, trust, and cooperation.

Definition

The extent to which one demonstrates openness to new situations. Positively contribute with new ideas and innovative approaches to enhance or support change in the organization.

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Meaning /Description

It is where one positively approaches and responds and adapts to the new environment which the organization has planned to have. One also understands that change will occur, expect it and effortlessly perform during and after the change.

Definition

The extent to which one responds to and anticipates customers' (Internal/external) needs in a timely and professional manner also strives to consistently meet and exceed customer satisfaction and beyond.

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Meaning /Description

Where one proactively caters to the needs of the customer in a timely and efficient way.
Speculate the future needs of customers and exceed customer satisfaction.

Thank you