

Performance Appraisal

Total responses received to date: 1

Manager: Jane (re Grace)

	Manager (Jane) 2016-01	Employee (Grace) 2016-01
Team Name	Operations	Operations
Employee's Role	Administration	Administration
Employee's Name	Grace	Grace
Employee Roles and Responsibilities	Manager 2016-01	Employee 2016-01
A The employee meets the core operational requirements of their role	9	7
B The employee demonstrates understanding of all aspects of their role	8	7
C The employee dedicates the required amount of time across the various responsibilities within their role	9	7
D The employee consistently meets the deadlines in their role	9	6
E The employee's output from their job is to the required level of quality	9	7
Overall Score	8.8	6.8
Contribution to the Team	Manager 2016-01	Employee 2016-01
A The employee provides the required level of support to their team members	8	7
B The employee works cohesively with all team members	9	7
C The employee's function integrates well with other departments	10	7
D The employee's outputs are delivered to their team members on time	9	7

E The employee's team members can consistently rely on them	10	7
Overall Score	9.2	7
Taking Responsibility	Manager 2016-01	Employee 2016-01
A You consider the employee as someone who takes responsibility for their work	8	7
B The employee admits when they are wrong	8	7
C The employee demonstrates initiative when undertaking their role	9	7
D The employee goes the extra mile in the work place	9	7
E The employee's co-workers are not afraid to delegate tasks to them	7	8
Overall Score	8.2	7.2
Reporting and Communication	Manager 2016-01	Employee 2016-01
A The communication between the employee and you, their manager is sufficient	9	8
B The employee consistently keeps their team members up to date on progress with their work	8	7
C The employee consistently provide feedback on all customer requests	9	7
D The employee prepare their monthly/quarterly reports in a timely manner	9	7
E The employee's reporting is consistently to the required level of quality	9	6
Overall Score	8.8	7
Customer Service	Manager 2016-01	Employee 2016-01
A The employee consistently receives positive feedback from other departments	9	7
B The employee consistently receives compliments from external customers on their service delivery	8	7
C The employee has not received any complaints on their performance from customers in the last 6 month period	8	6

D The employee's customer satisfaction rating on a scale of 1-10 would be...	8	7
E The employee has positive working relationships across all departments in the company	10	7
Overall Score	8.6	6.8
Compliance and Risk	Manager 2016-01	Employee 2016-01
A The employee consistently complies with all policies that affect their role	9	7
B The employee evaluates and give input on policies and procedures that can be improved in their role	7	6
C The employee consistently improve the business processes in their role, ensuring better efficiency	7	7
D The employee proactively identify risks that face the business in their day to day function	7	6
E The employee raises issues that may have a negative impact on the Company in a timely manner	7	6
Overall Score	7.4	6.4
Final Questions	Manager 2016-01	Employee 2016-01
I consider the following areas to be the employee's weaknesses in their role:	Becomes bored easily when tasks are not challenging	Certain aspects of day-to-day work
I consider the following areas to be the employee's strengths in their role:	Learns new skills quickly	Liaising with customers