

IMPLEMENTING SUCCESSFUL PERFORMANCE APPRAISAL USING BALANCED SCORECARD, KPI AND COMPETENCIES



INTRODUCTION

Performance Management (PM) is the process designed to align employees' actions and behaviors with the company goal. PM is a shared responsibility between the organizations, appraisee, appraiser and reviewer. An appraisee is the one who is being assessed. An appraiser is the direct superior of the appraisee and is accountable for the appraisee's performance evaluation. The reviewer is the direct superior of the appraiser and is responsible for the overall performance of the division/department.

Implementing a Performance Management System (PMS) involved common understanding by all levels of employees on the critical aspects of PMS such as balanced scorecard, goals, key performance indicators (KPIs), target, competencies and weightage. A PM Cycle includes Performance Planning, Performance Review/Assessment, Performance Monitoring and Performance Rewarding.

WHO SHOULD ATTEND?

- Department Heads
- Balance scorecard team members
- Senior management, managers, executives and those who are involved in evaluating their organisational performance using BSC approach
- Managers
- Executives
- Supervisors

COURSE OUTLINE

- Current PMS vs. New PMS (Some Thought)
- Overview of the New Performance Management Cycle
- Your Role : Appraisee, Appraiser & Reviewer

OBJECTIVES

At the end of this training, participants will:

- Have an overview of Performance Management System (PMS)
- Understand the benefits of PMS
- Know how your performance contributes to the Success of the organization
- Be familiar with the different components of the PMS
 - Key Performance Indicator (KPI's)
 - Competencies
- Understanding your role in PMS process
- Be able to use the Performance Appraisal Form (Sample Form)



- Identification of Competencies
- Weightage Between KPIs and Competencies

If you have any enquiries, please contact
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MDF No. 1117-0004/06

