KANMOGROUP

KANMO'S Q1 - 2023 KPI EVALUATION

Working Instructions

2 - 24 MAY 2023

https://kpi.kanmogroup.com/

TABLE OF CONTENT

Cover	01
Table of Content	02
Understanding Importance of KPI	03
How to check my KPI	04
KPI Evaluation Steps for filling Regular KPI	06
KPI Evaluation Steps for filling Dynamics KPI	13

UNDERSTANDING THE IMPORTANCE OF KPI EVALUATION

As a company, Kanmo Group value continuous improvement and strive to ensure that our employees are recognized and rewarded for their contributions. In line with this, we conduct Key Performance Indicator (KPI) evaluations on a quarterly basis, with the evaluation period typically commencing once the quarter is closed.

It is important to note that the timely completion of your KPI evaluation is crucial, as the evaluation portal may no longer be accessible once the evaluation period is closed. We urge you to be proactive in reminding your superior so that they can submit their evaluation within the designated timeframe to ensure that your performance is accurately assessed and recognized.

The results of your **KPI evaluation will have a significant impact on your performance appraisal, accounting for 40% of your total appraisal score**. This, in turn, will **determine your individual increment and promotion prospects for the upcoming year**. We believe that this evaluation process is a valuable opportunity for you to showcase your achievements and contributions to the organization.

We understand that technical issues may arise while using the KPI portal, and we want to assure you that our HR-OD team is here to support you. Please do not hesitate to reach out for any assistance you may require in completing your evaluation. We are committed to ensuring a fair and transparent evaluation process, and your feedback and suggestions for improvement are always welcome.

Thank you for your dedication and commitment to our organization, and we look forward to reviewing your KPI evaluation results as we continue to work together towards mutual success.

HOW TO CHECK MY KPI

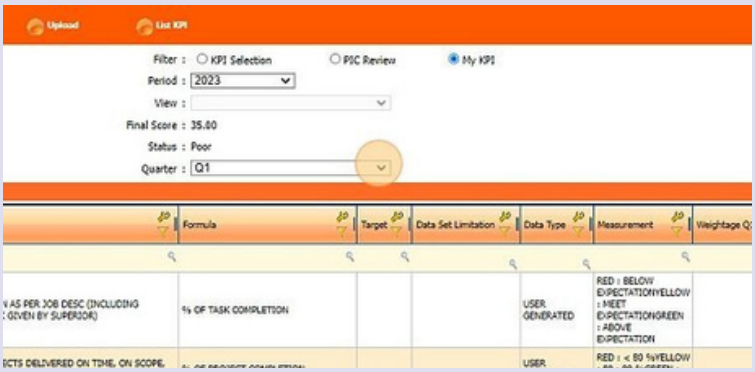
If you are looking to check the KPI assigned to you, the KPI portal is where you should start. The KPI portal is an online platform where you can access and monitor your assigned KPIs. The portal is designed to provide real-time data, so you can see updates on your KPIs result as soon as they are made. This means that you can easily determine whether your superior has already performed the evaluation or not. Checking your KPIs is a straightforward process that involves the following steps:

1 Navigate to kpi.kanmogroup.com

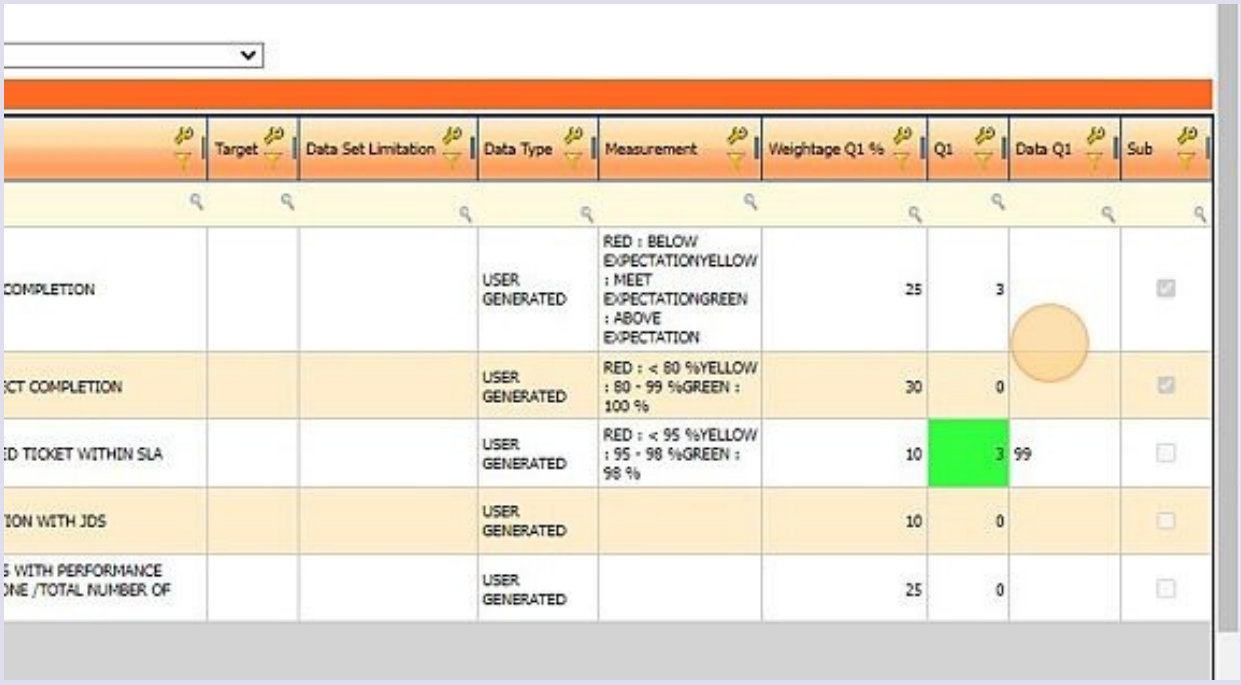
2 Filled the user name and password with your employee credentials. Then click login button

3 Click "My KPI" tab.

4 Make sure the period is 2023 and Quarter is chosen to applicable quarter. In this case, click Q1.



5 For Q1 evaluation, Look at Q1 column. Row with O in values indicates KPIs that haven't been filled by your direct superior.



	Target	Data Set Limitation	Data Type	Measurement	Weightage Q1 %	Q1	Data Q1	Sub
COMPLETION			USER GENERATED	RED : BELOW EXPECTATIONYELLOW : MEET EXPECTATIONGREEN : ABOVE EXPECTATION	25	3		☑
CT COMPLETION			USER GENERATED	RED : < 80 %YELLOW : 80 - 99 %GREEN : 100 %	30	0		☑
D TICKET WITHIN SLA			USER GENERATED	RED : < 95 %YELLOW : 95 - 98 %GREEN : 98 %	10	3	99	☐
ION WITH JDS			USER GENERATED		10	0		☐
S WITH PERFORMANCE NE /TOTAL NUMBER OF			USER GENERATED		25	0		☐

After reading the above explanation, you should now be able to detect the completion of the KPI evaluation by your superior. It's important to proactively remind your superior to submit your evaluation before the deadline, as KPI results significantly impact annual increment and promotion decisions. However, in case you did not find any KPIs assign to you yet, kindly remind your superior to assign them to you and contact HR-OD for assisting your superior in the KPI selection process.

KPI EVALUATION STEPS FOR FILLING REGULAR KPI

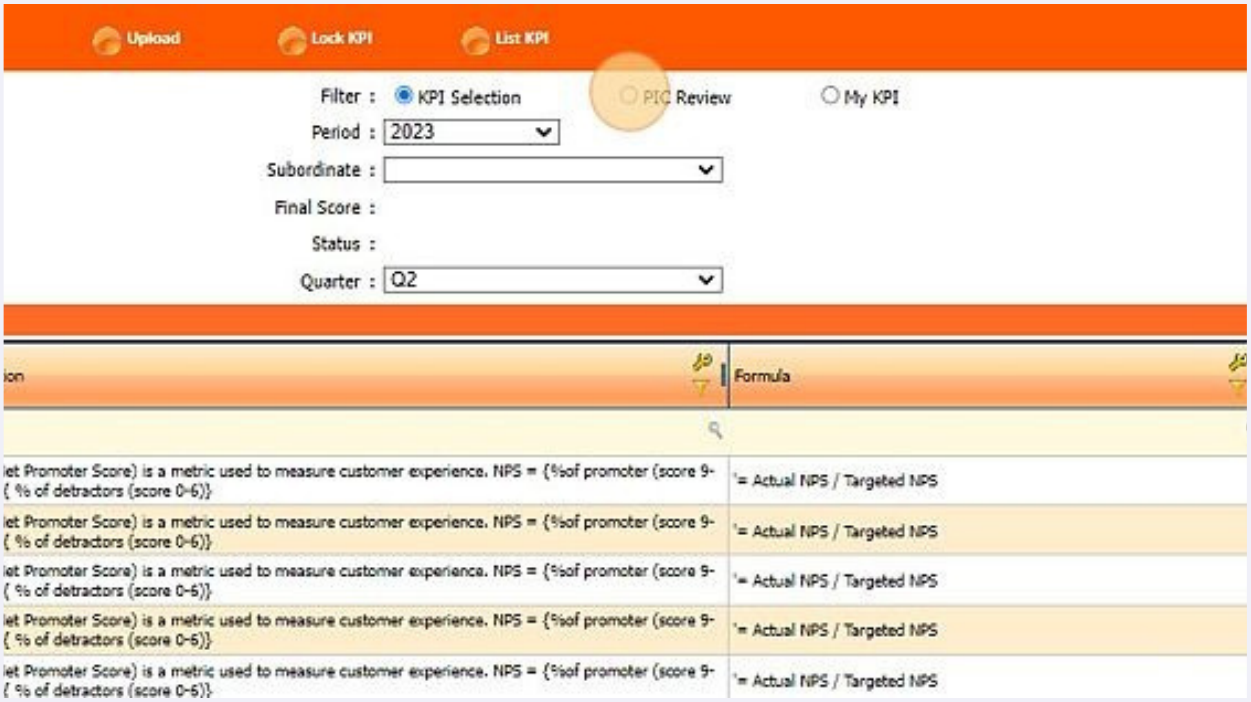
It is imperative to note that there are two distinct types of KPIs: Regular KPIs and Dynamic KPIs. Regular KPIs encompass all KPIs, with the exception of Task Completion (KPI0009) and Project Completion (KPI0020), which are classified as Dynamic KPIs. Differentiating between the two types of KPIs can also be discerned by observing the code column, with dynamic KPIs being identifiable by their teal color code.

In this section, our focus lies on the process of filling regular KPIs. Filling dynamic KPIs will be addressed in the subsequent section, as they entail their own distinctive evaluation process. The process of filling regular KPIs involves following steps:

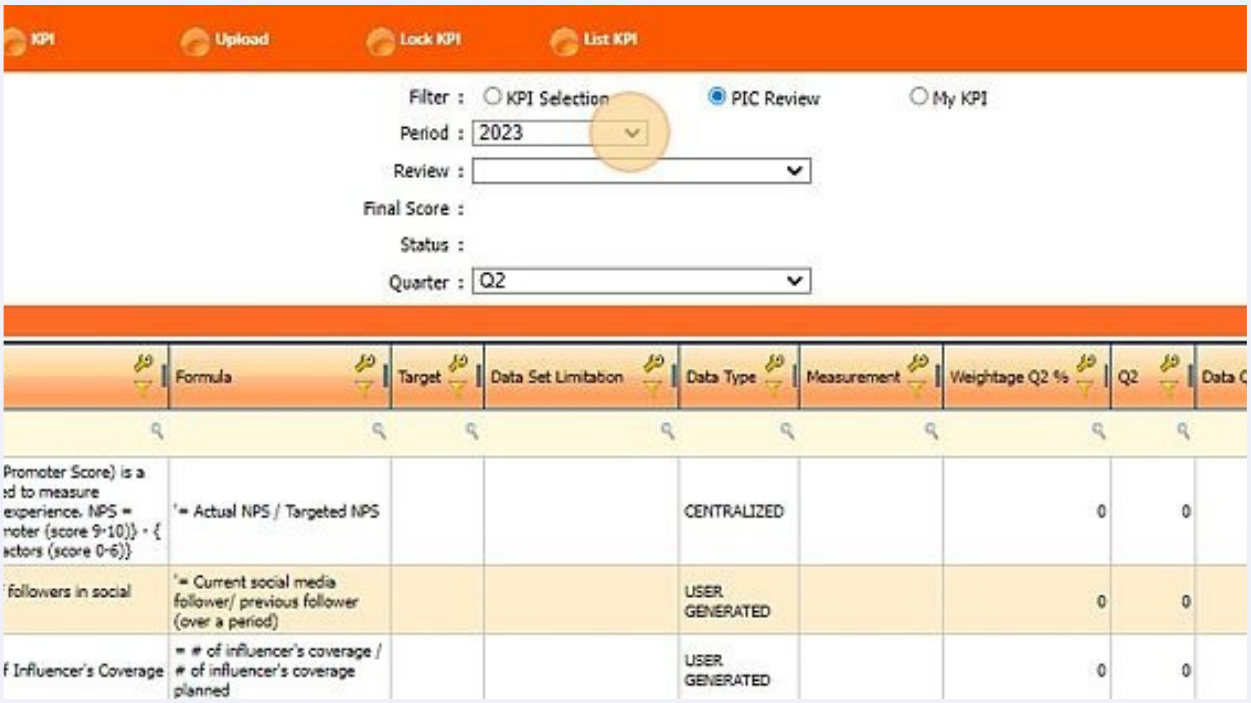
1. Navigate to kpi.kanmogroup.com

2. Fill username and password with your employee credentials. Then click login.

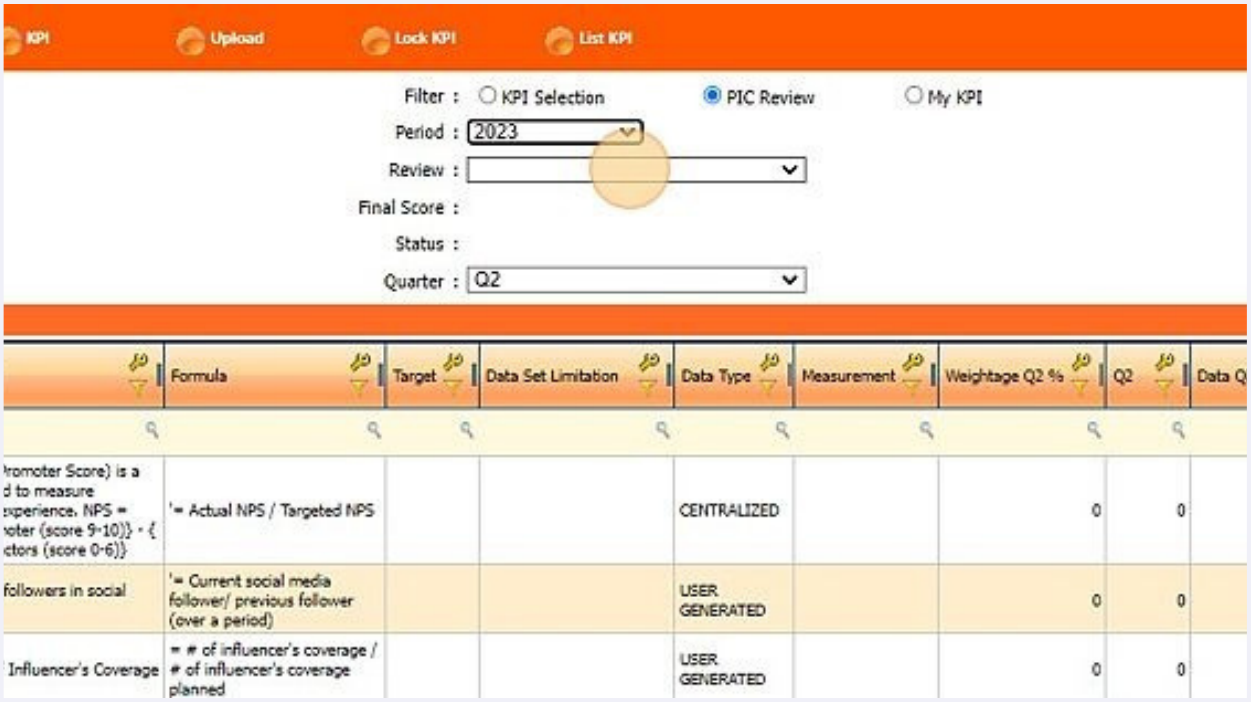
3 To evaluate your subordinates, click the "PIC Review" tab.



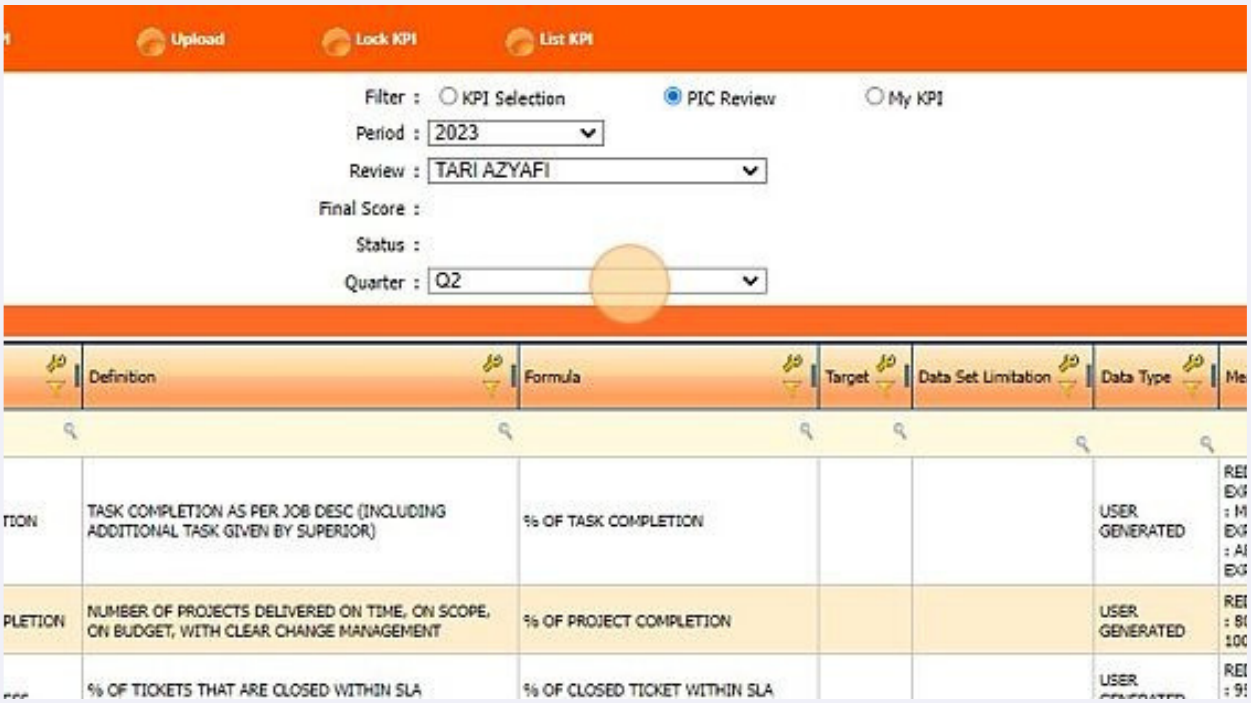
4 Choose 2023 as evaluation period



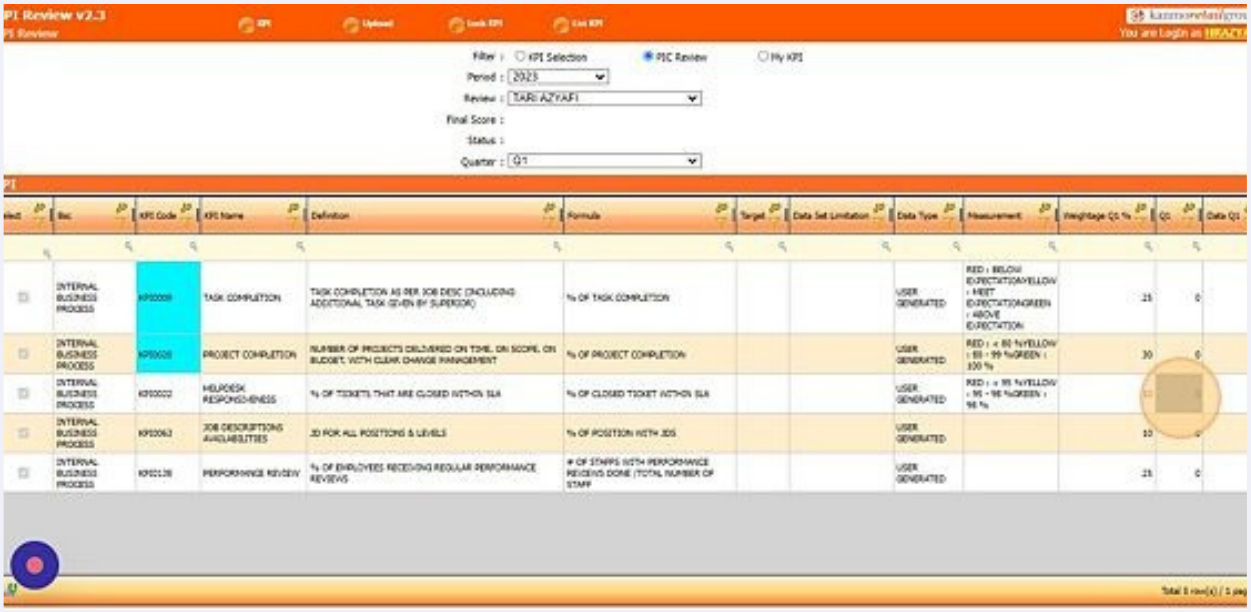
5 On review drop-down, choose the name of subordinates that you want to evaluate



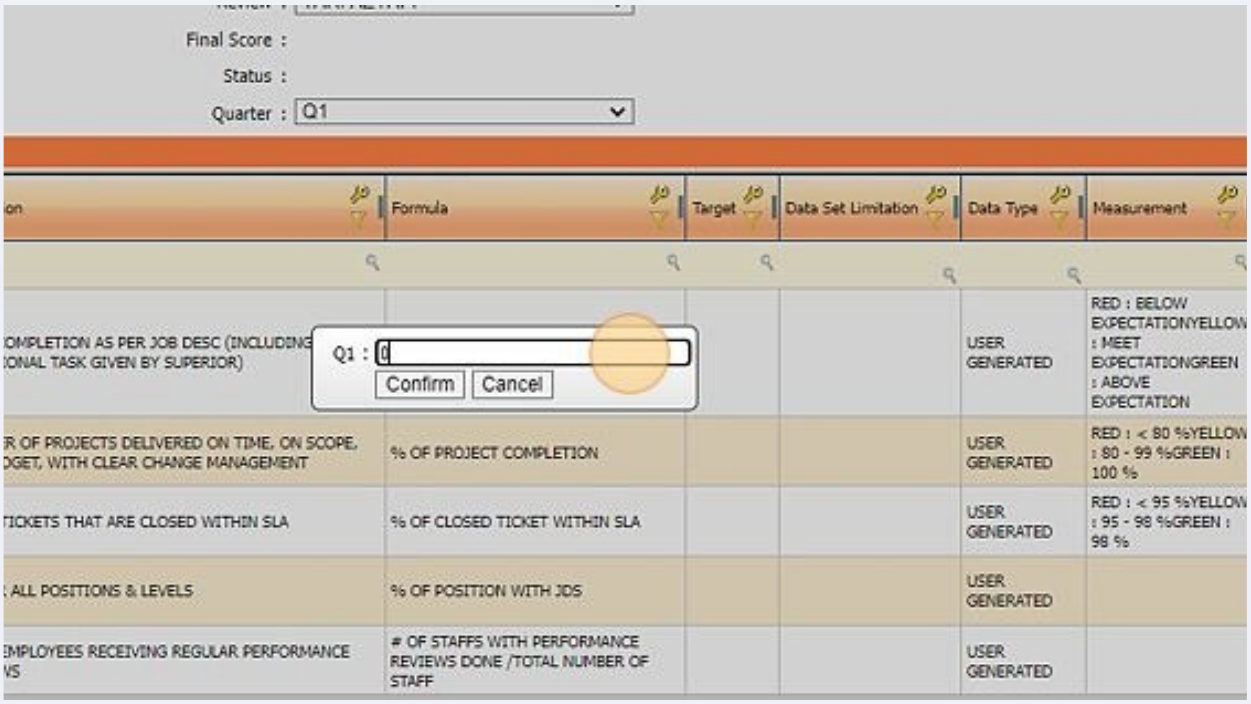
6 Continue by choosing the quarter for the evaluation. For this evaluation period, please choose Q1.



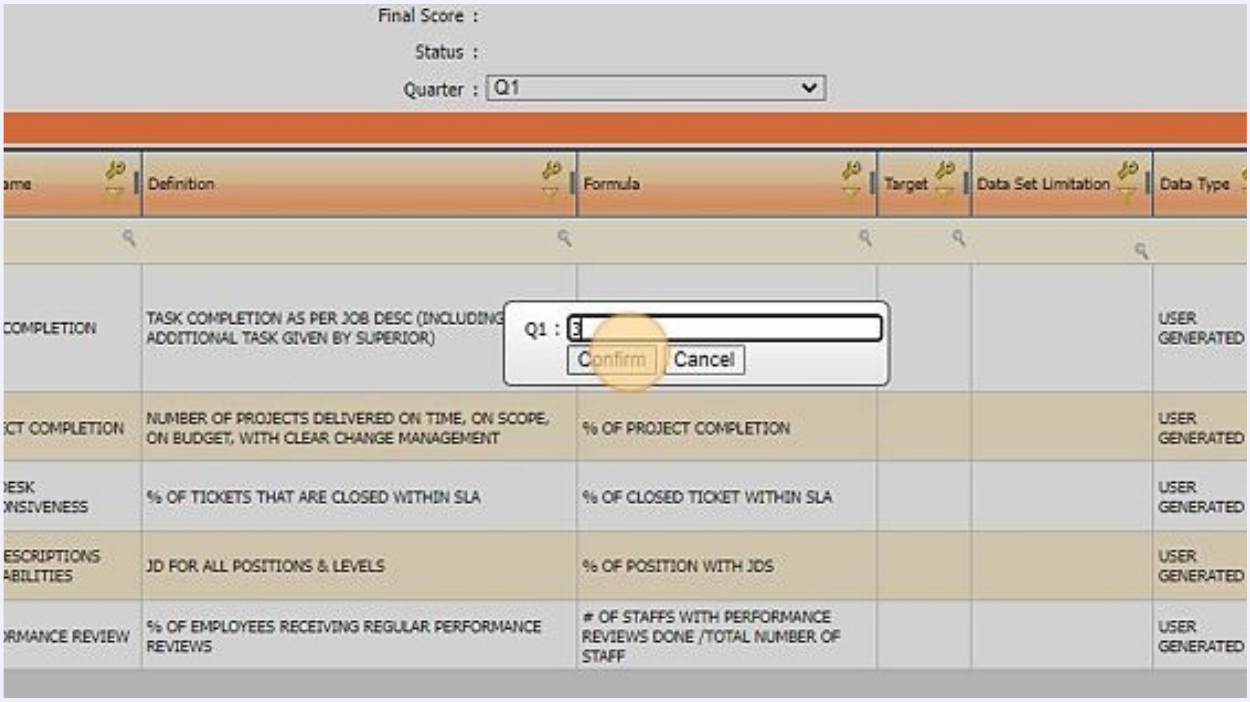
7 This action will show KPI applicable to chosen employees. For regular KPI, only fill Q1 column for the KPIs with no teal colour in the code column.



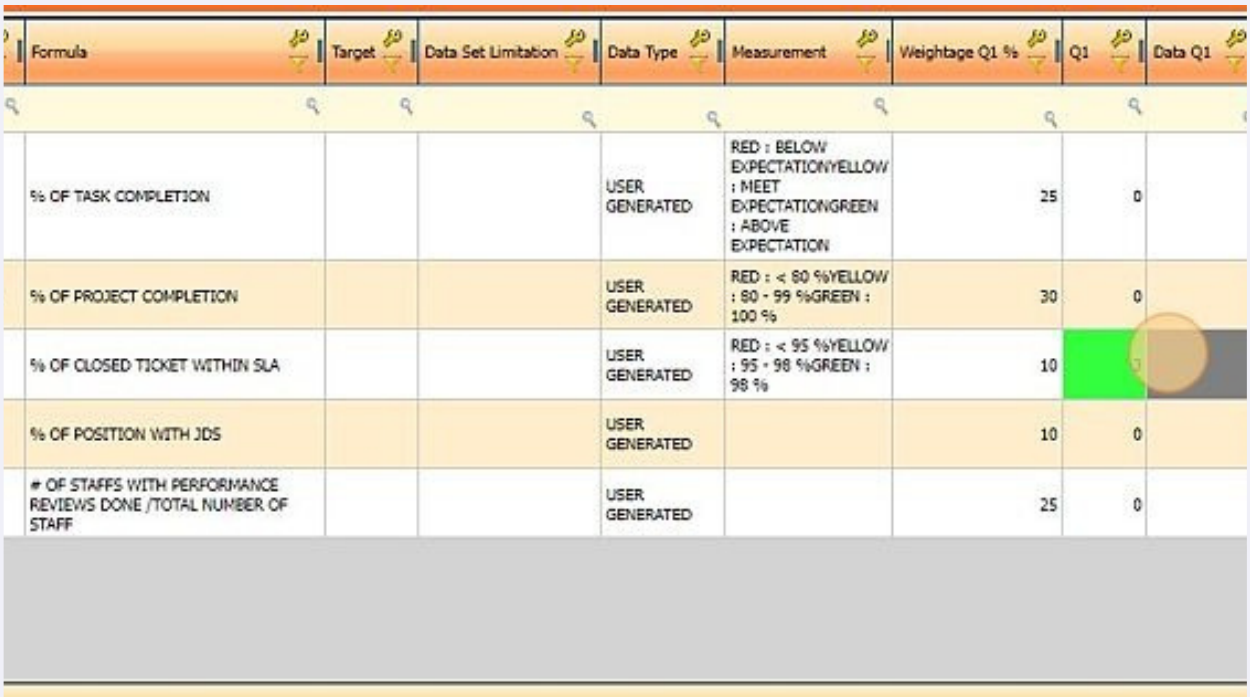
8 Once Q1 is clicked, please input the score between 1 , 2, or 3- representing below expectation, meet expectation, and above expectation respectively.



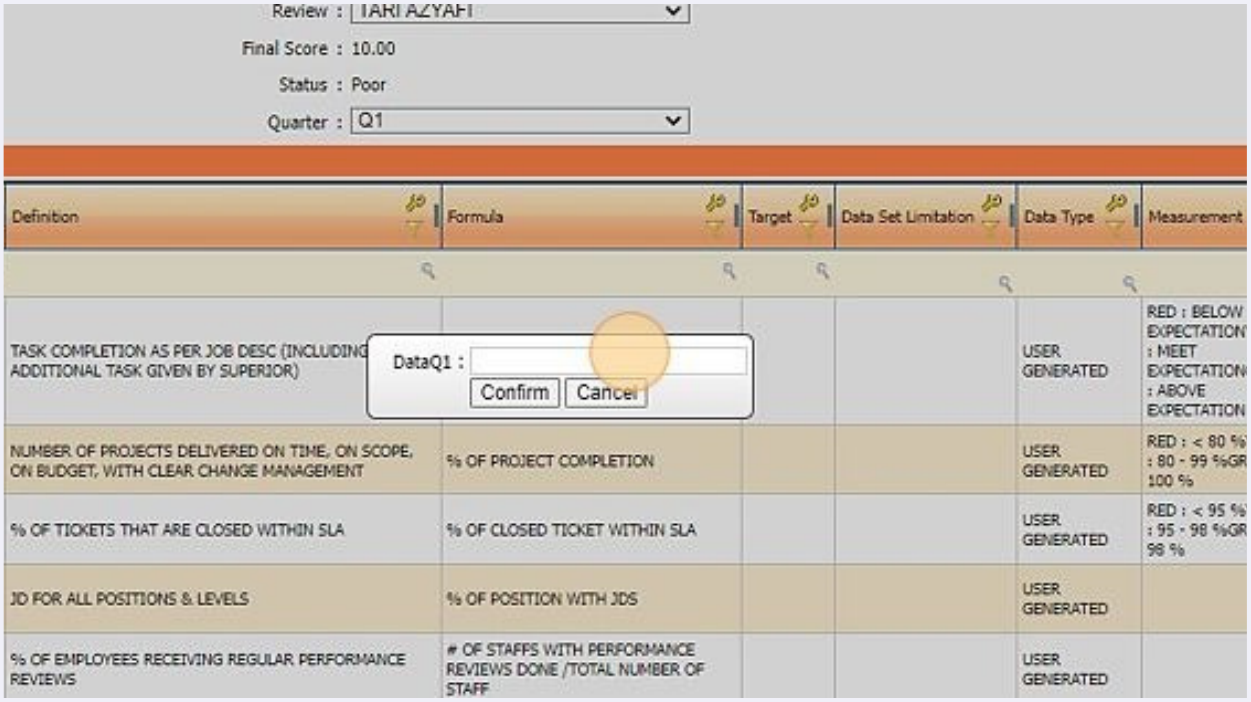
9 After input the scoring, click confirm.



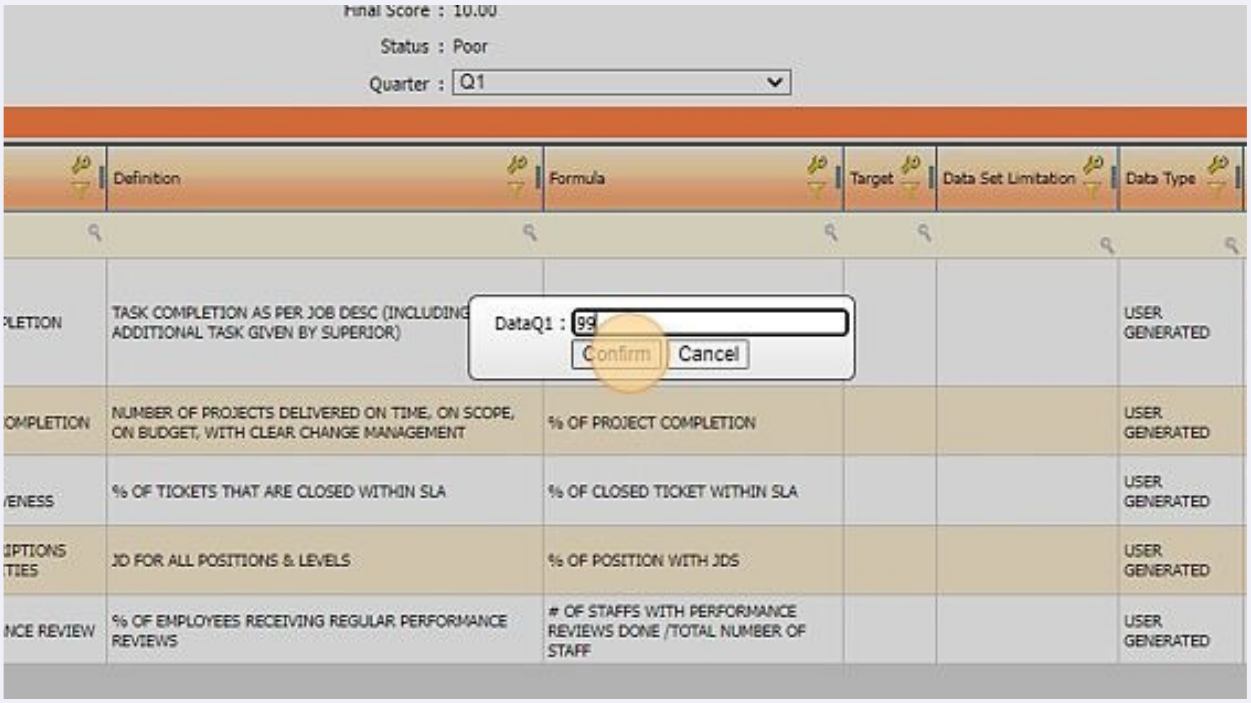
10 The Q1 table is displayed with a score of 3, with green color. After that, please input the achievement data by clicking data Q1.



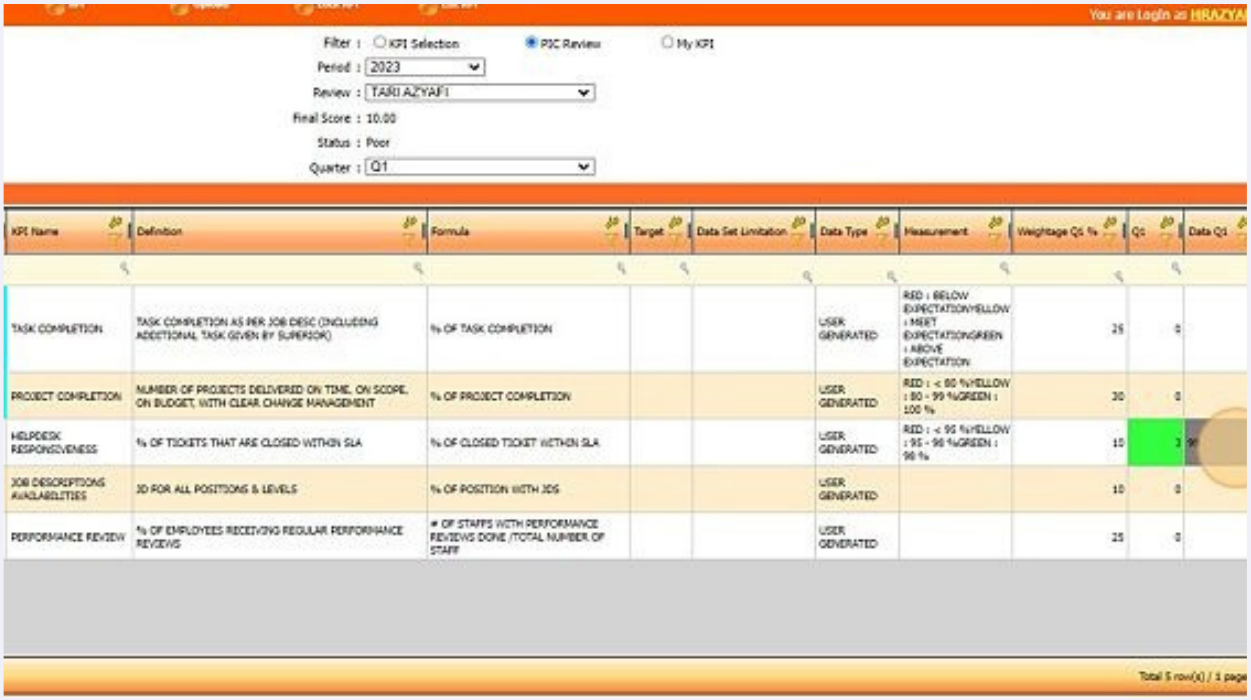
11 Please input the performance achievement for the KPI.



12 For example, Helpdesk SLA performed by this employee is 99%- so we input 99 as their score. Then we click confirmed.



13 Now the KPI for helpdesk SLA is filled in Q1 column dan Q1 data column. Please repeat the same evaluation process for each regular KPI that needs to be evaluated.



KPI EVALUATION STEPS FOR FILLING DYNAMIC KPI

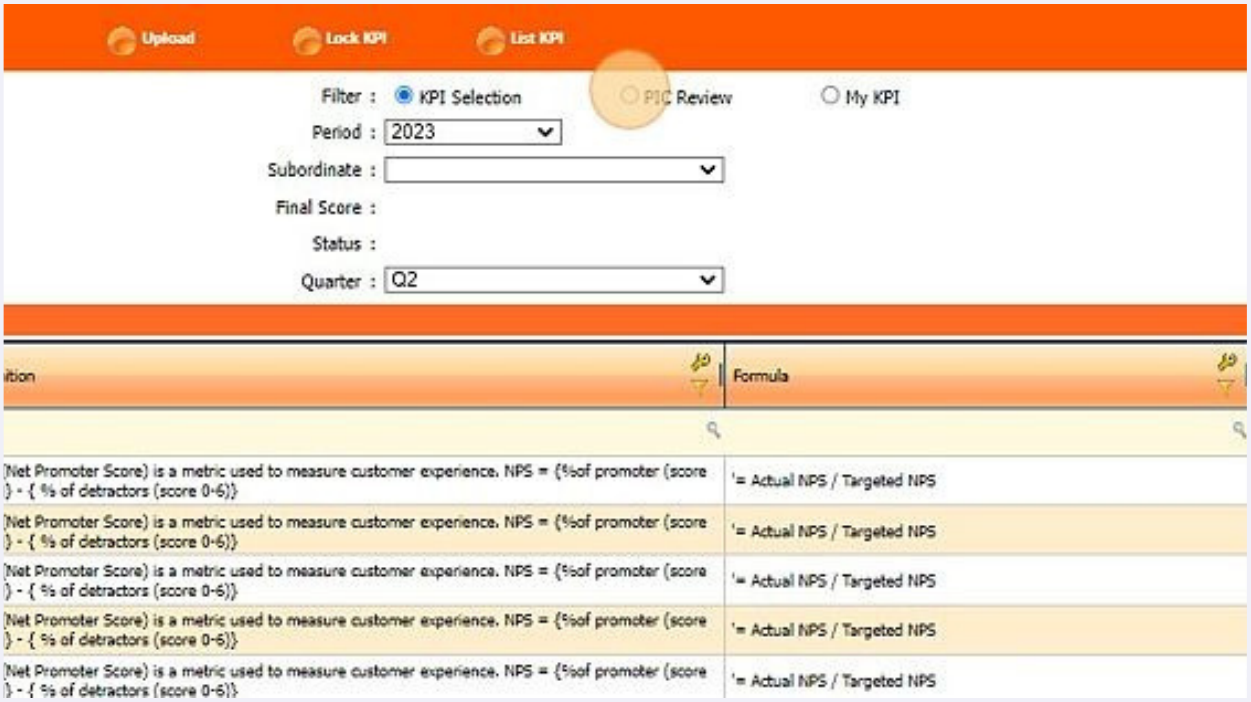
It is imperative to note that there are two distinct types of KPIs: Regular KPIs and Dynamic KPIs. Regular KPIs encompass all KPIs, with the exception of Task Completion (KPI0009) and Project Completion (KPI0020), which are classified as Dynamic KPIs. Differentiating between the two types of KPIs can also be discerned by observing the code column, with dynamic KPIs being identifiable by their teal color code.

In this section, our focus lies on the process of filling Dynamic KPIs. Filling dynamic KPIs will be addressed in the previous section, as they entail their own distinctive evaluation process. The process of filling dynamic KPIs involves following steps:

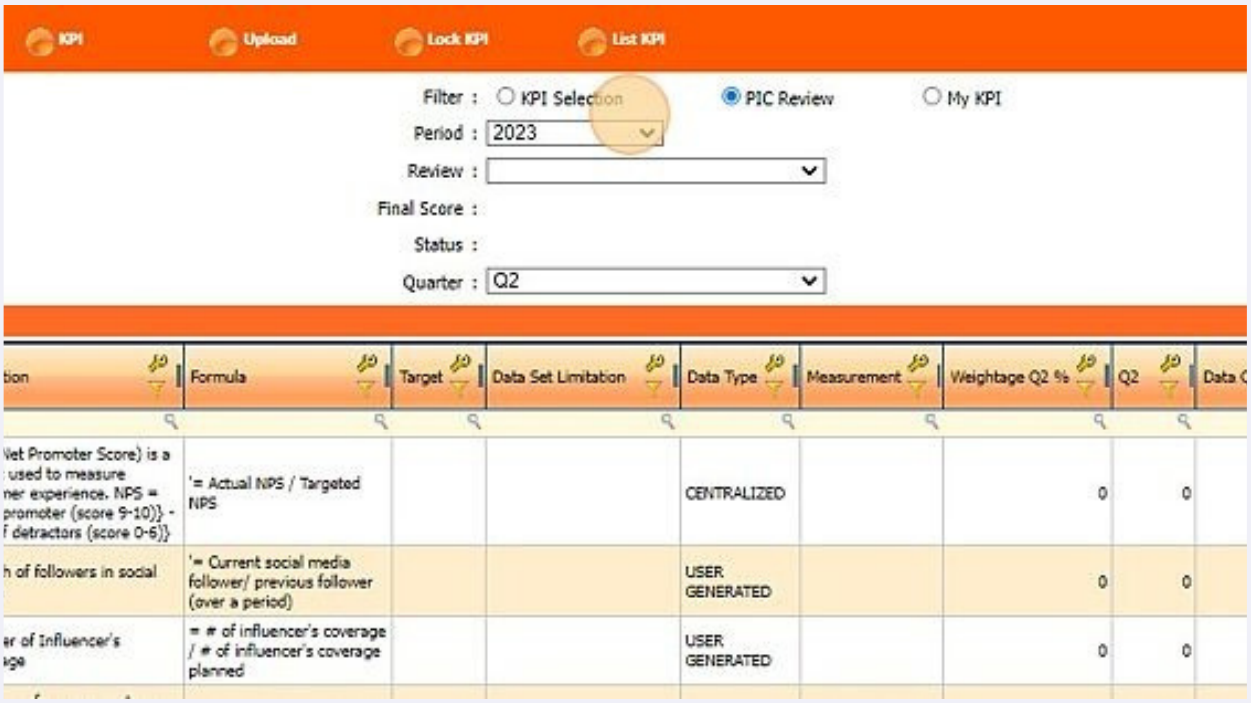
1 Navigate to kpi.kanmogroup.com

2 Fill username and password with your employee credentials. Then click login.

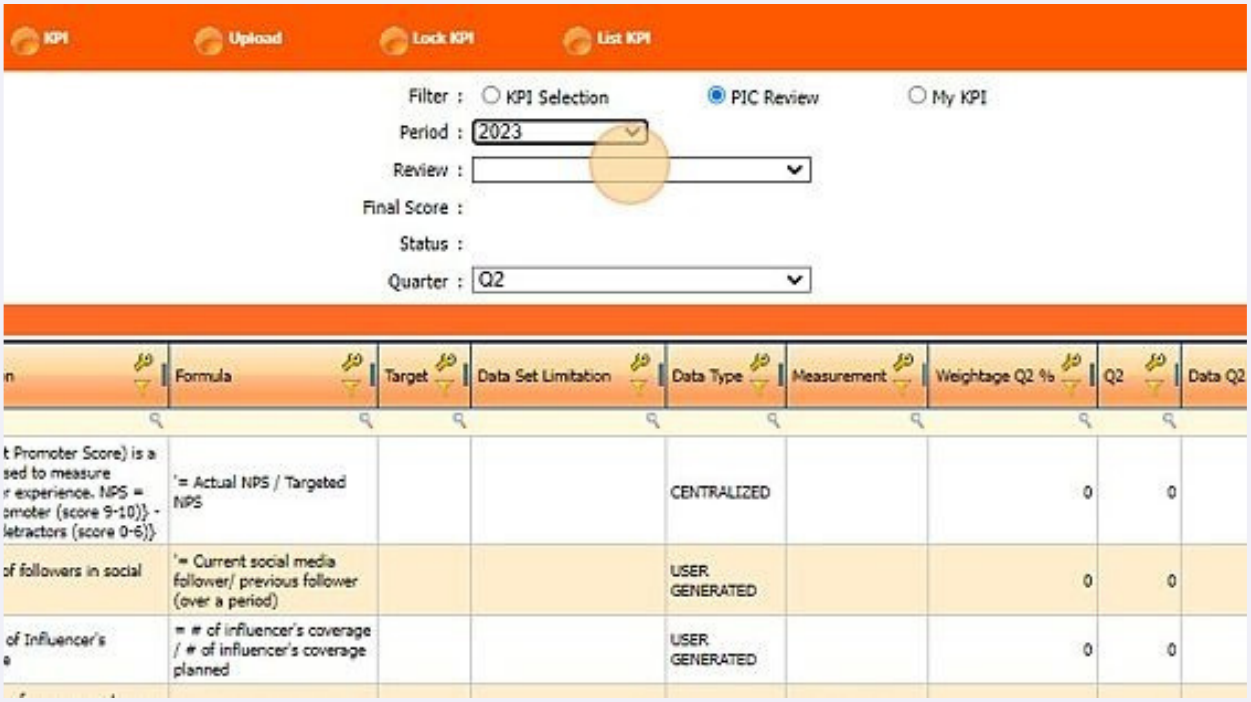
3 To evaluate your subordinates, click the "PIC Review" tab.



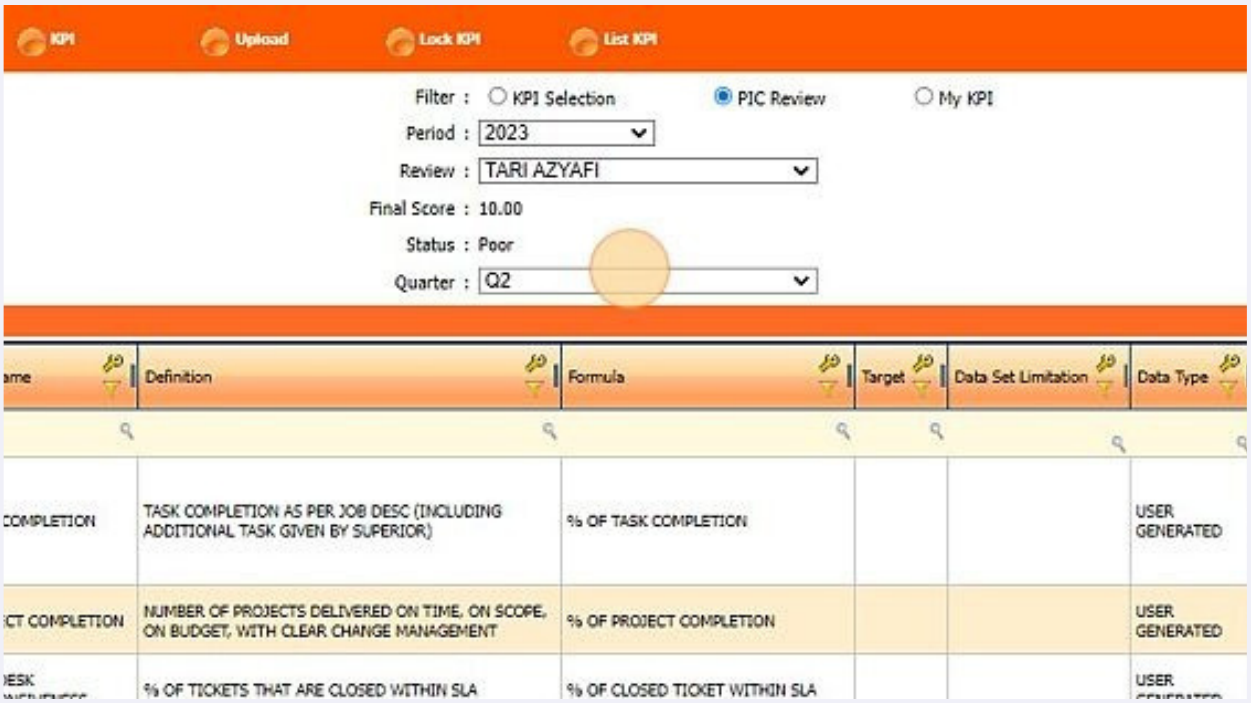
4 Choose 2023 as the evaluation period



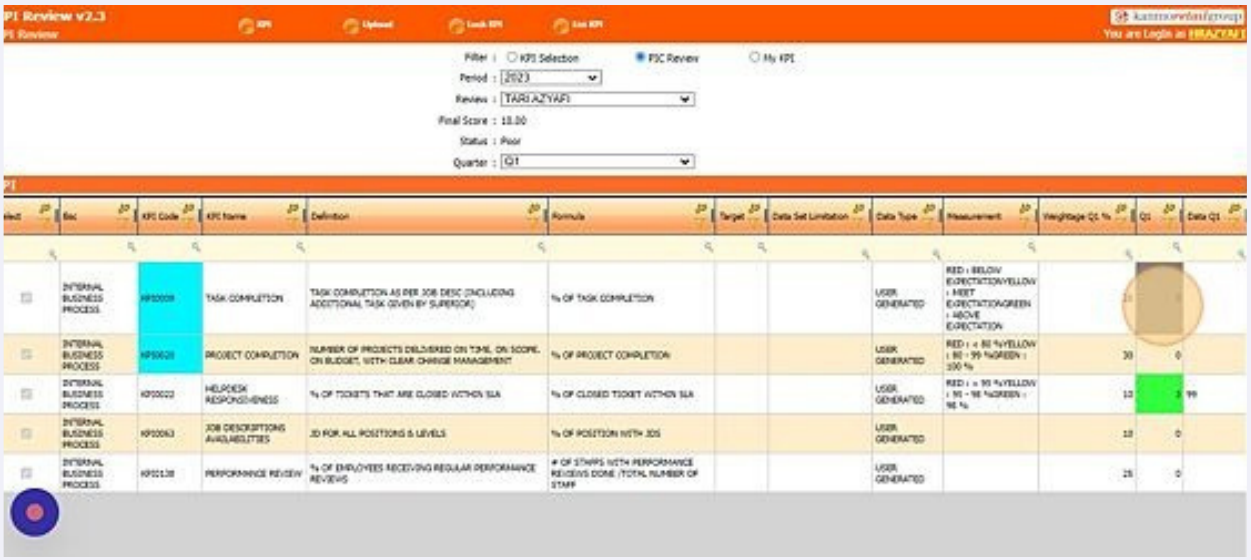
5 On the review drop-down, choose the name of the subordinates that you want to evaluate



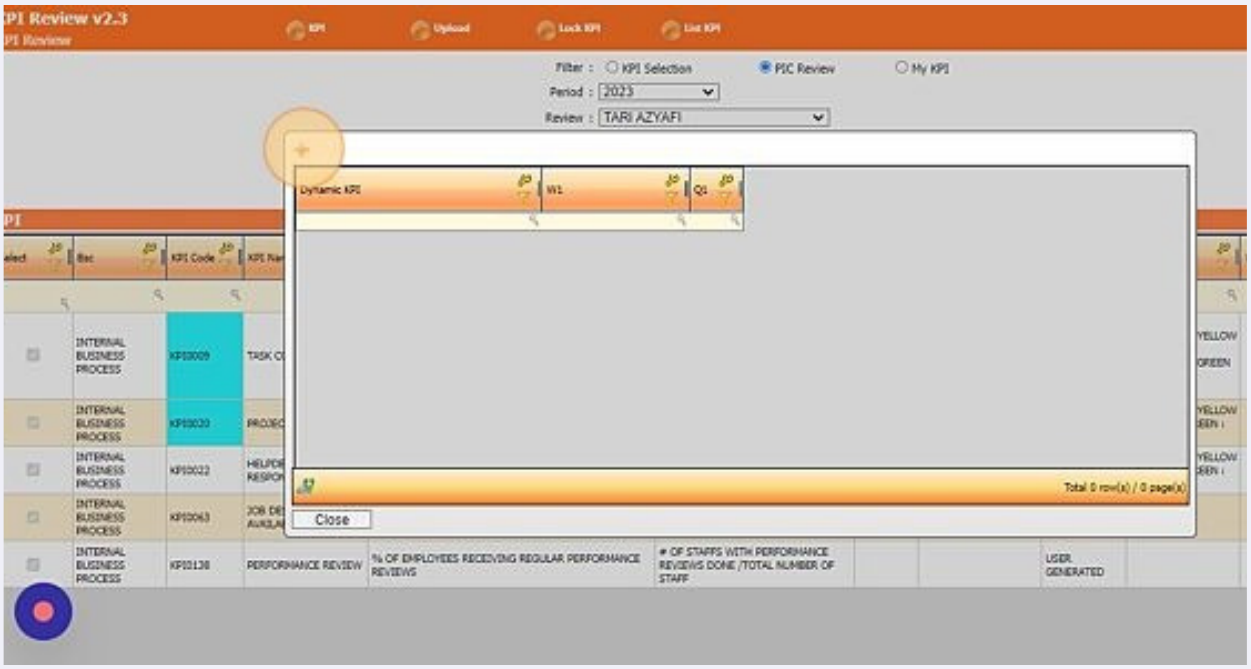
6 Continue by choosing the quarter for the evaluation. Choose Q1



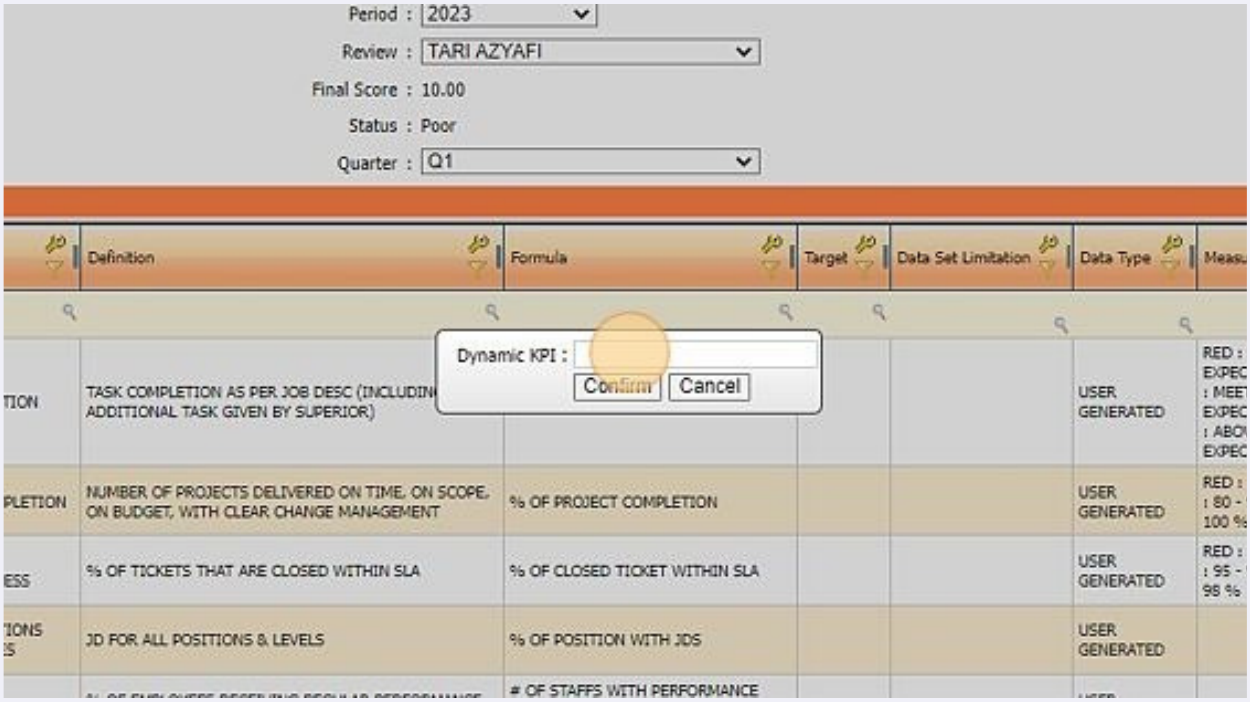
7 The display will show all KPIs applicable to chosen employees. Dynamic KPI is applicable for the KPIs that has **teal** colour in the code column. In this case, it means this employee has 2 KPI dynamics as part of the evaluation. Please proceed by clicking Q1 column on the KPI dynamic



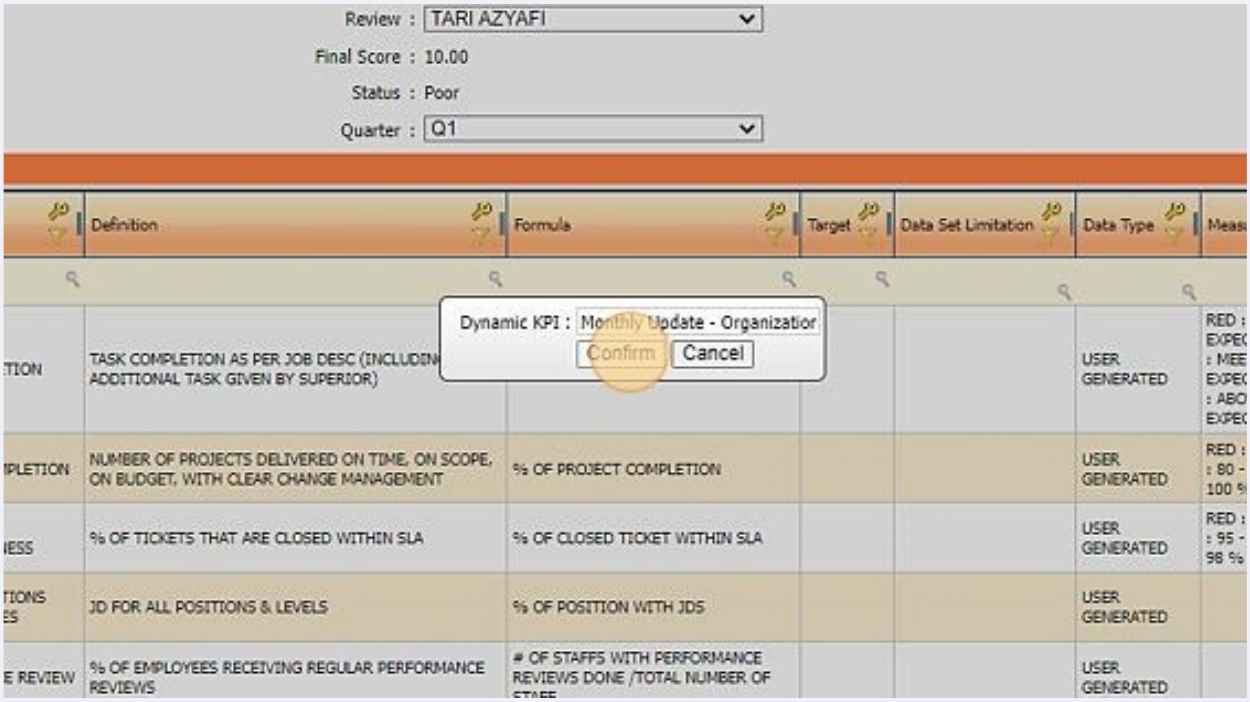
8 The previous action triggers a pop-up dialog box like this. Since this employee did not have KPI Dynamics just yet, we should add Tasks relevant to them by clicking the + button:



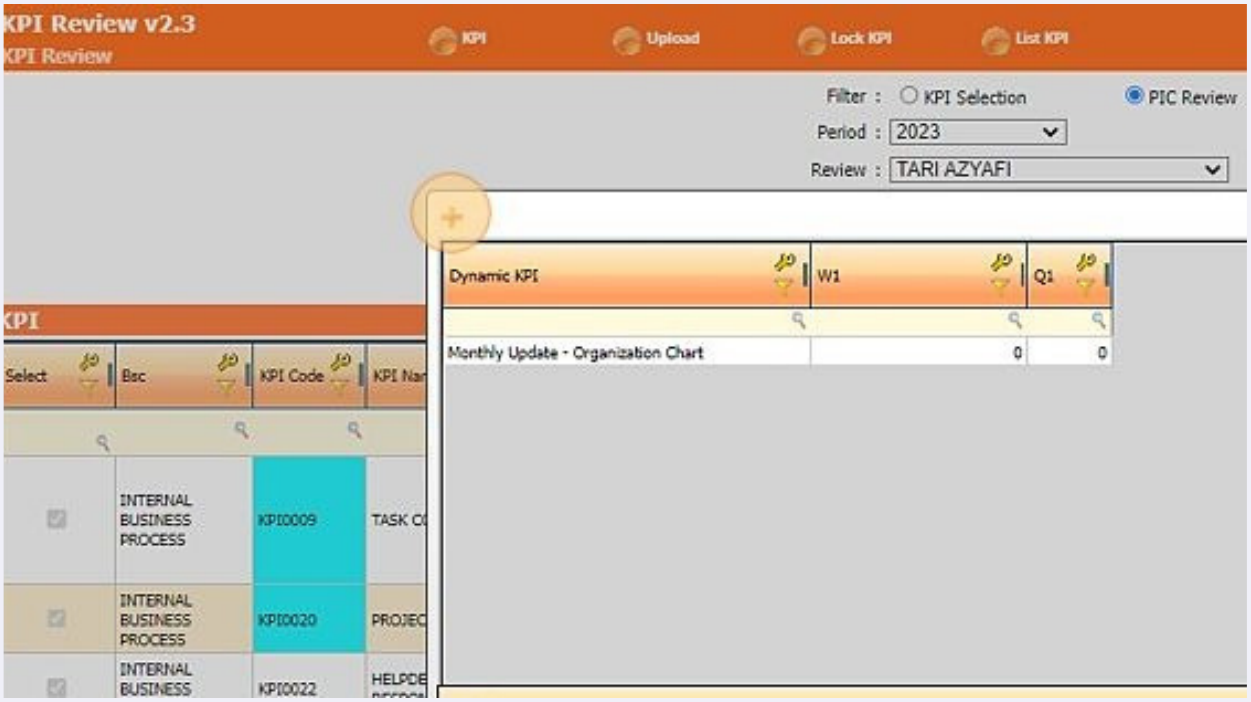
9 Specify name of task applicable (for task completion KPI) or name of project applicable (for project completion KPI)



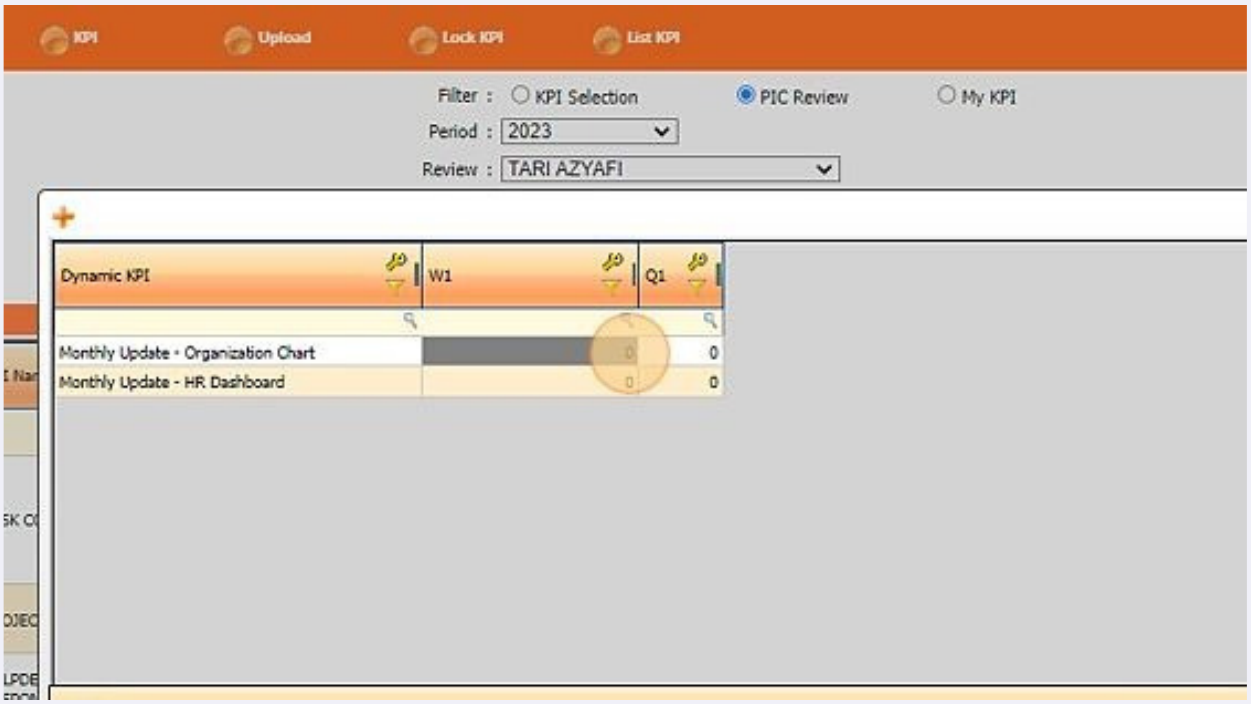
10 Then click confirmed.



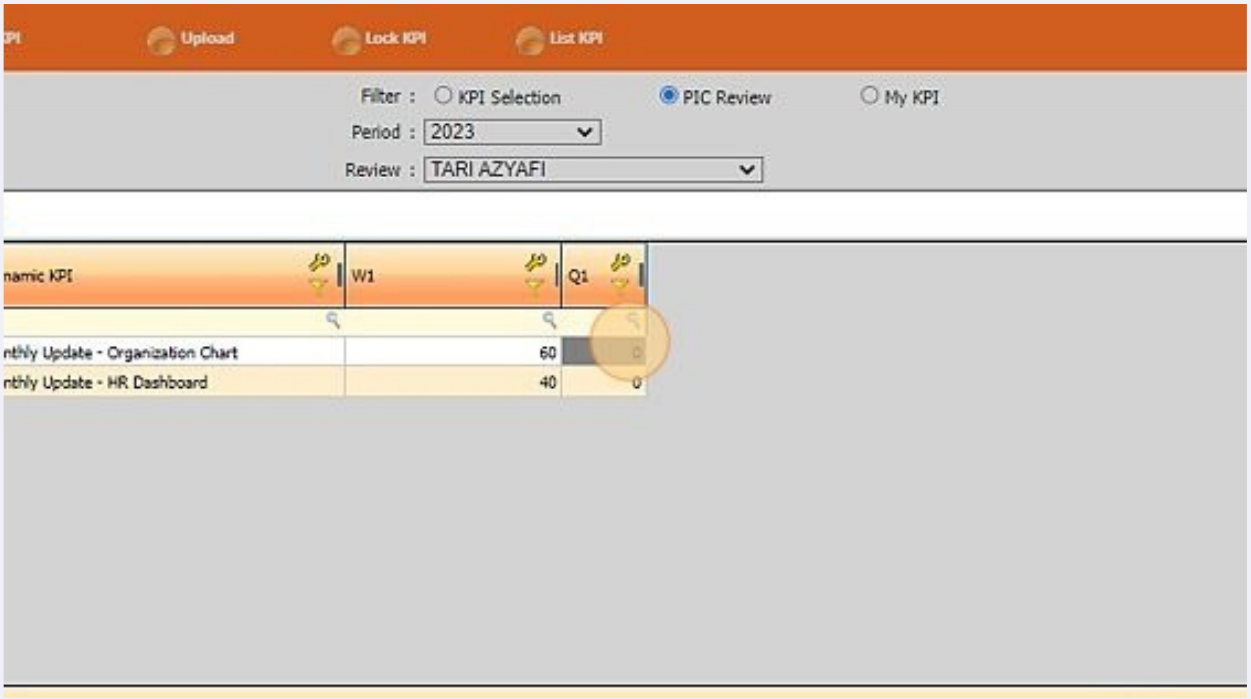
11 The task is then added to KPI Dynamics. You can add several task/projects depends on the responsibility given to your subordinates



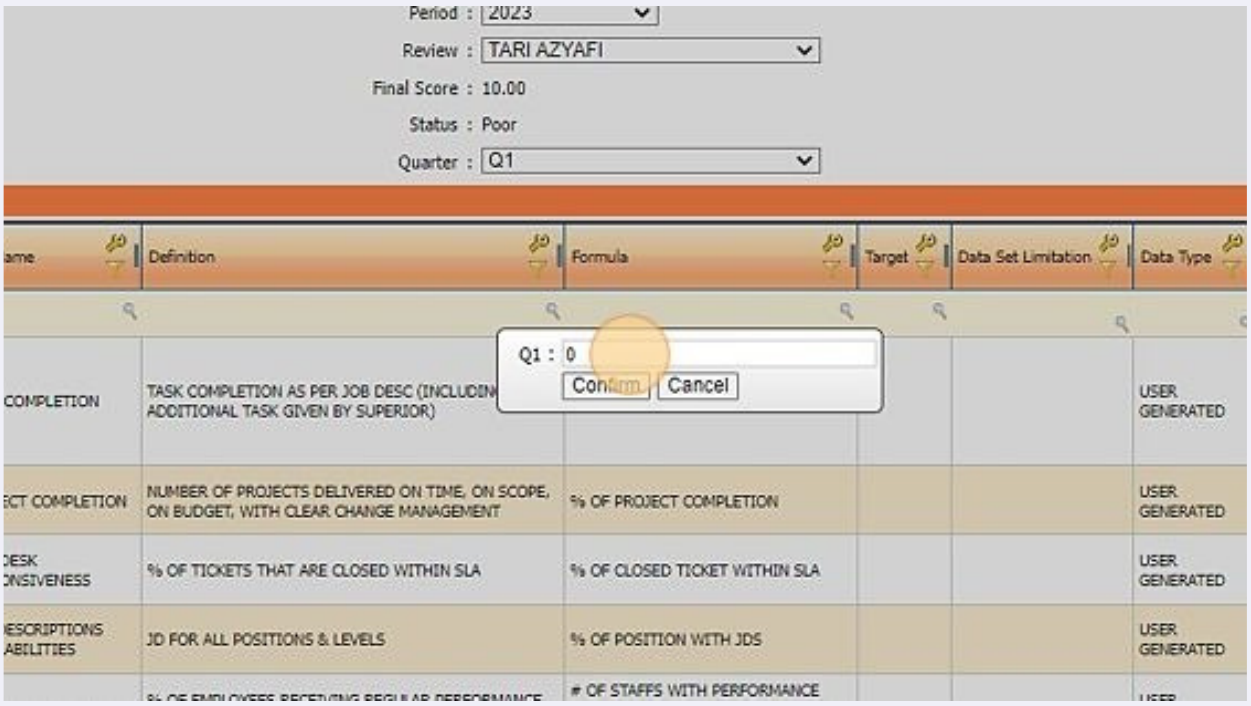
12 After listing all the tasks that will be evaluated, you can assign the weight of each task by clicking the W1 column. If you decide to assign weight, please make sure the total weight of all task should be 100. Or you can leave this column blank and final mark calculation will be calculated pro-rate.



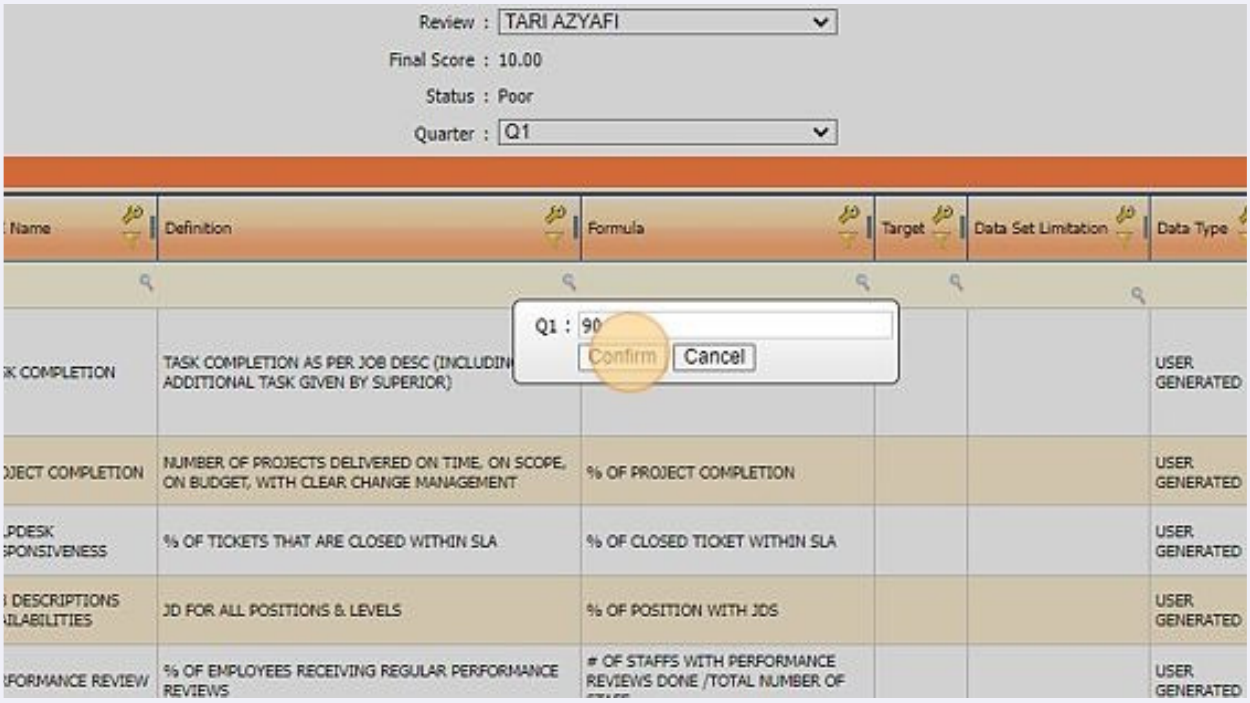
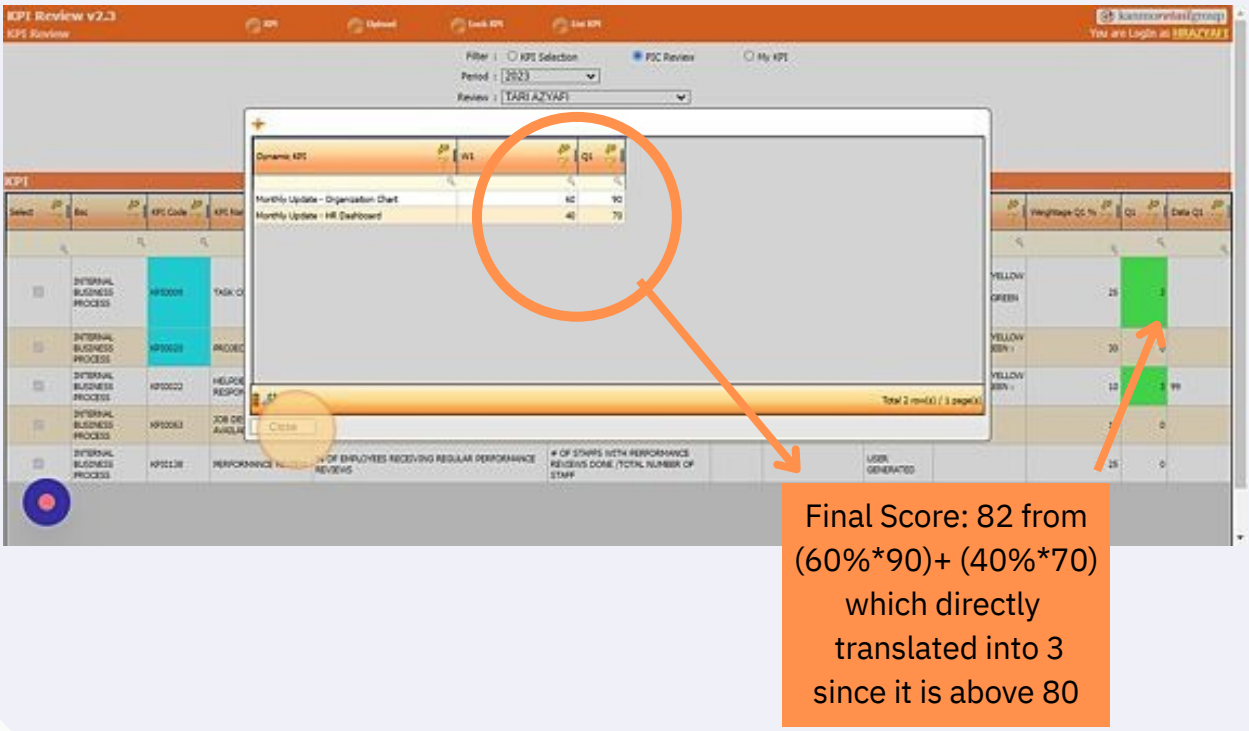
13 After assigning the weight with total 100, start evaluating the task/project by clicking on Q1 column



14 Please fill the mark between 1-100.
As guidance, the measurement for KPI Dynamic is as follows: Above expectation (>80), Meet Expectation (60-80), Bellow expectation (<60).



15 After filling in the mark for the task, click Confirmed. Do this for each task/ project applicable for the period.



16 Even though we put a scale 0-100 points on the dynamics KPI score, the final score will change automatically into basic score 1 (red)/2 (yellow)/3 (green) on the evaluation page.