

Human Resources Department KPI 2023								
Area	Strategy Segment	KPI No.	Description	Measurement Criteria	Value out of 100%	Value out of Overall Wt %	Yearly Target	
OPERATIONS (Overall weight 20%)	RESOURCES	KPI-1	Technology	Learning Management System	As per plan	100%	20.00%	100.00%
		Total				100%	20.00%	
		OVERALL WEIGHT				20%		
PEOPLE (Overall weight 80%)	RESOURCES	KPI-2	Localization	To be maintained at platinum level	As per HR Man power report	20%	30.00%	100.00%
		KPI-3	Employee	* Staff Survey Results - target 75% (20 weight) * Certifying trainers on International Standards (10 weight) * Psychometric Test for New hire Grade 7 and above (10 weight)	* As per Survey results * As per plan	40%	30.00%	100.00%
		KPI-4	People Development	* Deliver / Conduct Training & Knowledge Assessment: 1. 85% of front line untrained employees attend core business technical training with different training methodology (10 weight). 2. All class room trainings conducted as per training calendar (5 Weight). 3. Project based Trainings As per Training Calendar (5 Weight) * Training Effectiveness: 1. Training feedbacks must achieve 85% satisfaction level (10 weight). 2. Ensure 85% of the participants achieve a pass marks in class room trainings (10 Weight).	As per plan	40%	20.00%	100.00%
		Total				100%	80.00%	
OVERALL WEIGHT							80%	

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