

PERFORMANCE MANAGEMENT SYSTEM - QUALITY REVIEW

Quality does not just happen. It is a product of proper project management. Quality Management ensures that an organisation gives appropriate consideration to the quality of its product or service as well as to its processes with a view to achieving consistency in quality.

The purpose of developing a Quality Improvement Checklist in PMS, therefore, is to ensure quality and consistency in its implementation throughout the service. More specifically, the checklist provides a systematic approach towards ascertaining compliance with set procedures and the quality of performance information generated through appraisal exercise.

QUALITY IMPROVEMENT CHECKLIST

Particulars of Appraisee:

MINISTRY/DEPARTMENT:

NAME OF OFFICER: GRADE:

SECTION/UNIT: PERIOD UNDER REVIEW:

A. GENERAL ISSUES

SN	Quality Item	Yes	No	NA	Remarks
A.1	Have the following documents been developed? (i) Organisation Strategic Plan (ii) Unit Annual Action Plan				
A.2	Has there been any official communication regarding deadline for completing the following:- (i) Performance Agreement (ii) Mid-Term Appraisal (iii) Final Appraisal				
A.3	Is the appropriate PAF being utilised?				
A.4	Has the appraisal period been clearly defined?				
A.5	Have the name and grade of the following been properly inserted: (i) Appraiser (ii) Next Level Supervisor?				
A.6	Has the personal data of the appraisee been properly filled in?				

B. WORK PLAN

SN	Quality Item	Yes	No	NA	Remarks
Key Result Areas					
B.1	Are the KRAs aligned with goals, objectives, services to be delivered as specified in : (i) Strategic Plan (ii) Annual Action Plan (iii) Customer Charter (iv) ISO Manual (v) Key Actions in Annual Budget (vi) Any other documents?				
B.2	Are the KRAs listed alphabetically?				
B.3	Can the KRAs be improved further by : (i) Grouping (ii) Identifying more specific areas, or (iii) Correctly framed terminology?				
Key Tasks					
B.4	Do the Key Tasks reflect the main activities or processes required for services to be delivered/ objectives to be met?				
B.5	Are the Key Tasks listed numerically?				
B.6	Can the Key Tasks be improved further by: (i) Grouping (ii) Being made more specific, or (iii) Correctly phrased terminology?				
Performance Standards					
B.7	Have the Performance Standards for each Key Task been developed according to SMART principles with respect to: (i) quantity (ii) timeliness (iii) quality or (iv) other specified criteria?				
B.8	Are the Performance Standards short and concise?				
Competencies					
B.9	Have the four factors been developed for any additional competency under "Other"?				

SN	Quality Item	Yes	No	NA	Remarks
Performance Agreement					
B.10	Has Performance Agreement been finalised within specified time frame?				
B.11	Was there any consultation between appraiser and appraisee before signing Performance Agreement?				
B.12	Have the relevant parts under Performance Agreement been signed and dated by both appraiser and appraisee?				

C. MID-TERM APPRAISAL

SN	Quality Item	Yes	No	NA	Remarks
C.1	Has mid-term appraisal been carried out within the specified time frame?				
C.2	Has a mid-term appraisal meeting been held between appraiser and appraisee?				
C.3	Have the relevant parts under this section been filled?				
C.4	Has a Performance Improvement Plan been developed where shortcomings have been identified?				
C5	Have both appraiser and appraisee signed and dated the mid-term appraisal?				

D. FINAL APPRAISAL

SN	Quality Item	Yes	No	NA	Remarks
Final Appraisal - Self Assessment					
D.1	Has the Self-Assessment been done within the specified time frame?				
D.2	Has the appraisee filled in the relevant parts?				
D.3	Has the appraisee signed and dated this section?				
D.4	Has the final appraisal been completed within the specified time frame?				
D.5	Has a final appraisal meeting been held between appraiser and appraisee				
D.6	Have the KRAs/KTs been properly listed for rating?				

SN	Quality Item	Yes	No	NA	Remarks
Final Appraisal - Progress Discussed and Recorded					
D.7	Have ratings for Key Tasks and Competencies been allocated according to the specified rating mechanism (i.e. 1, 2, 3 or 4)?				
D.8	Has a PIP been developed where overall score is below?				
D.9	Have officers performing supervisory duties been rated for 'Management Skills'?				
D.10	Has the overall score of performance been properly computed?				
D.11	Has the appraiser ticked the appropriate overall performance level				
D.12	Have both appraiser and appraisee signed and dated this part?				
D.13	Has the Next Level Supervisor signed and dated this part?				

E. PERFORMANCE DATABASE

SN	Quality Item	Yes	No	NA	Remarks
E.1	Has the relevant information been properly inserted by HR section under 'section 2'?				
E.2	Is a performance database being kept?				
E.3	Has the officer's performance information been accurately fed in the database?				

F. OBSERVATIONS AND RECOMMENDATIONS

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Reviewed by: Date:

(Signature)

Name:

Grade: