

# Performance Profile

DIMENSIONS	CRITERION	POTENTIAL MEASURES	RATING					MEAN	TOTAL MEAN	
			Excellent (5)	Good (4)	Acceptable (3)	Marginal (2)	Poor (1)			
Purposeful	Efficiency	Cost per unit of output		█				2.4	2.46	
		Fixed Asset utilization rate			█					
		Revenue Multiplier				█				
	Productivity	Alteration Rate					█			1.5
		Rejection					█			
		Unit produced over capacity					█			
	Stability	Infrastructure Utilization					█			3.5
		Planning			█					
		Iteration Rate		█						
		Compliance with established procedures	█				★			
		Alignment of strategy , mission , vision				█				
Adaptable	Innovation	R&D expenses as percentage of net revenue		█			3.42	2.75		
		Training as percentage of net revenue				█				
		New product development rate	█							
		No. of new market entered in 2021		█						
		Advertisement / Branding			█					
	Growth	Willingness to innovate	█				2.6			
		Operational process change frequency				█				
		Profit growth during 2020			█					
		Relative market share change				█				
		Change in manpower			█					
	Evaluative	Feedback system utilization					█		2.25	
		Performance management system utilization			█					
		Task force utilization				█				
		No. of new initiative launched			█					
Harm Minimisation	Inter Organisational	Ethics		█			3.4	2.75		
		Workforce training				█				
		Monitoring Systems			█					
		Organisational Justice				█				
	Intra Organisational	Accidents	█				2.5			
		Regulatory Compliance	█							
		Ecological Footprint				█				
		Environmental Sensitivity				█				
		Philanthropic activities				█				
Sustainability	Output Quality	Customer satisfaction		█			3	2.8		
		Customer Loyalty and Retention	█							
		External Reviews	█							
		Internal Quality Measures				█				
		Service Errors				█				
	Information Management	Response Time				█	3.2			
		Role Ambiguity				█				
		Integrity Of Information				█				
		Timeliness Of Information			█					
		Staff Meetings		█						
	Conflict Cohesion	Access to Procedures, rules and regulations	█				2.4			
		Workgroup Cohesion				█				
		Employee Turnover			█					
		Absenteeism			█					
		Workplace incivility				█				
		Commitment		█						

Compliance with established procedures	EXCELLENT
New product development rate	
Willingness to innovate	
Accidents	
Regulatory Compliance	
Customer Loyalty and Retention	
External Reviews	
Access to Procedures, rules and regulations	
Cost per unit of output	GOOD
Iteration Rate	
R&D expenses as percentage of net revenue	
No. of new market entered in 2021	
Ethics	ACCEPTABLE
Customer satisfaction	
Staff Meetings	
Commitment	
Alteration Rate	
Infrastructure Utilization	
Training as percentage of net revenue	
Feedback system utilization	
Environmental Sensitivity	
Internal Quality Measures	
Response Time	
Workgroup Cohesion	
Workplace incivility	

Revenue Multiplier	MARGINAL
Rejection	
Unit produced over capacity	
Alignment of strategy , mission , vision	
Operational process change frequency	
Relative market share change	
Task force utilization	
Workforce training	
Ecological Footprint	
Philanthropic activities	
Service Errors	POOR
Role Ambiguity	
Integrity Of Information	
Fixed Asset utilization rate	
Planning	
Advertisement / Branding	
Profit growth during 2020	
Change in manpower	
Performance management system utilization	
No. of new initiative launched	
Monitoring Systems	
Organisational Justice	
Timeliness Of Information	
Employee Turnover	
Absenteeism	

