



# **STAFF PERFORMANCE REVIEW GUIDELINES (STAFF)**

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# Agenda

## 1. Performance Management – Introduction

## 2. Performance Management in KFHMB

- ✓ Design Principles
- ✓ Process & Activities
- ✓ Cycle Timeline

## 3. Year-End Performance Review

- ✓ Objectives
- ✓ One-on-One Performance Discussion – Guidelines





## Performance Management - Introduction

*Is a systematic approach to improving and developing the performance and competence of individual and teams in order to increase overall organizational effectiveness and deliver results.*

- A process to track, monitor and ensure that the Bank performs as per the Bank's strategic business objectives set.
- Aligns Individual Performance Plan with Department/Division Performance Plan and the Bank's Corporate Scorecard to achieve the Bank's goals and objectives
- A strategic tool to effectively cascade the Bank's strategies into execution mode
- A means of Recognizing and Rewarding Employee Performance
- A means of identifying Employee Development Needs / Training Plans
- A means of determining the Employee Career Progression





## Performance Management in KFHMB

### Design Principles

#### Open Communications

- interactive environment for open communication, continuous coaching, development and sharing of ideas for improvement

#### Strategic Alignment

- alignment of individual KPIs to the organization strategies and recognition of individual and team contribution to achieving organization performance

#### Results- Driven

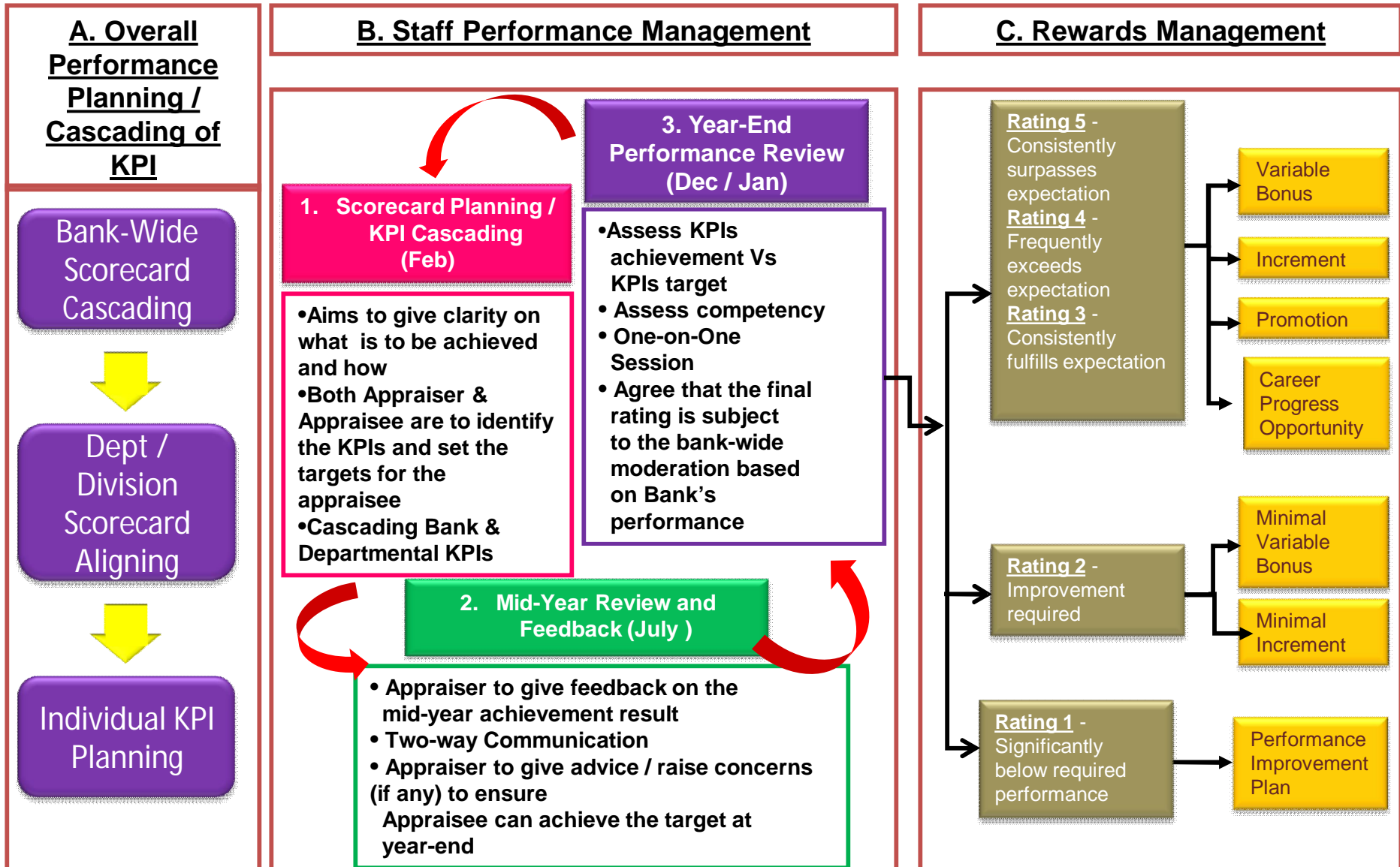
- focus on delivering results while balancing long term competency building and fostering Shariah-based values to sustain the growth of the organization

#### Commitment, Accountability and Ownership

- encourage staff ownership of performance and career growth and commitment to strive for success

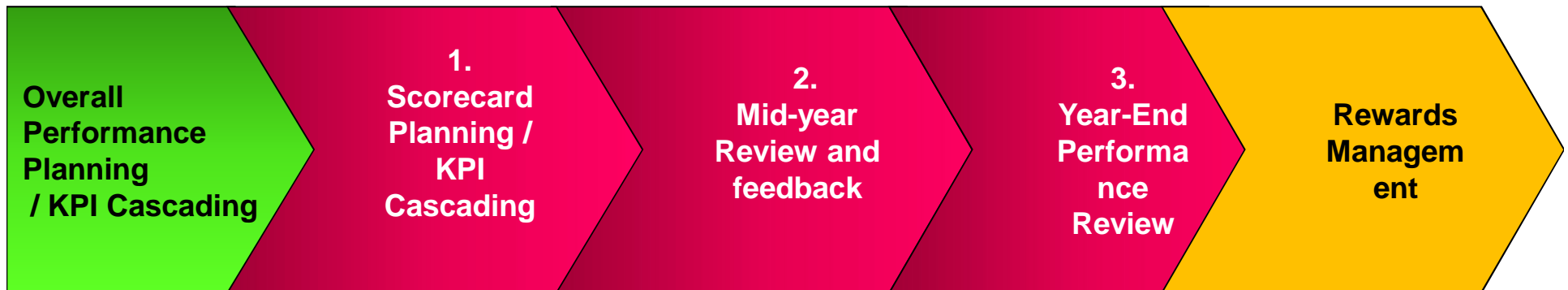
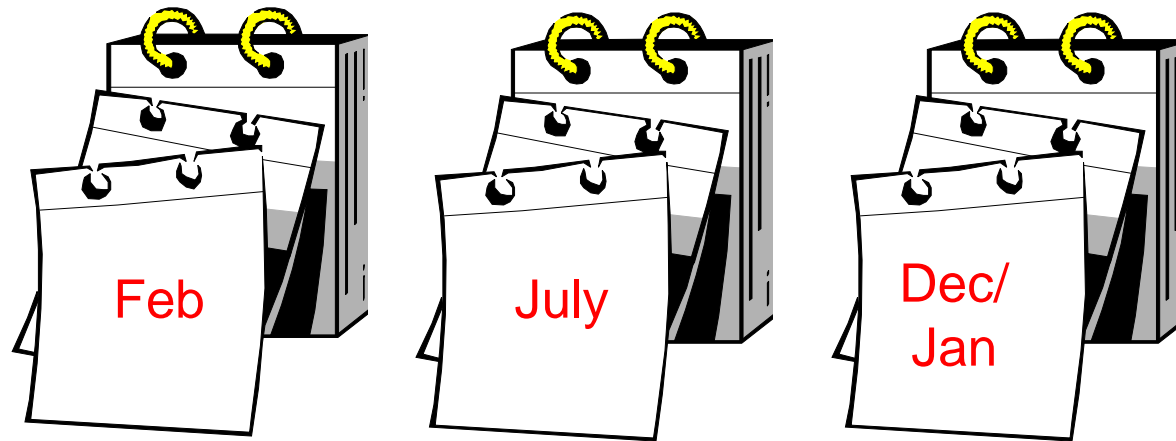


# Performance Management - Process & Activities





## Performance Management System - Cycle Timeline

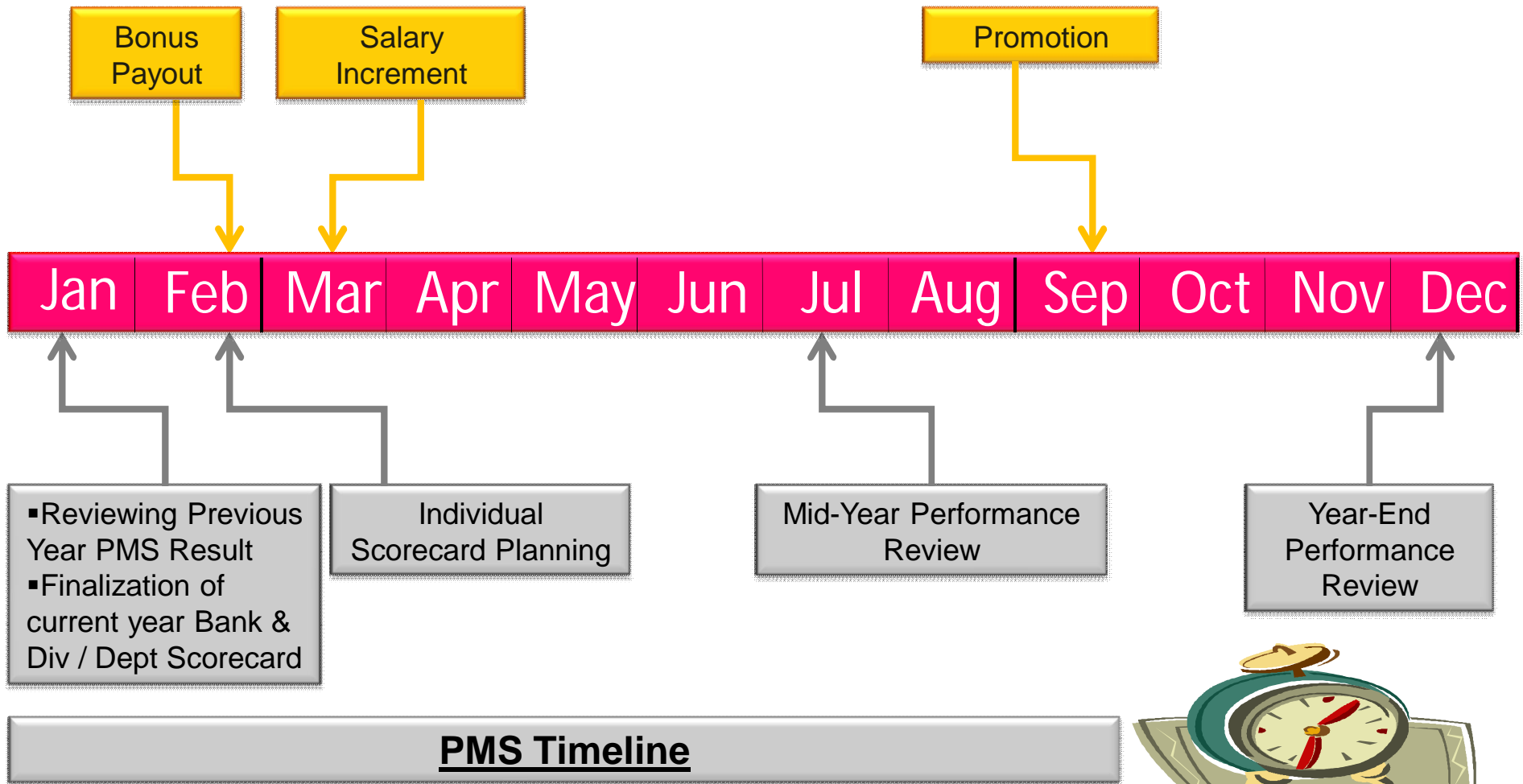


Staff Performance Management - *Informal performance feedback throughout*



# Rewards & Performance Management System - Timeline

## Rewards Payout Timeline





## Year-End Performance Review (Objectives)

1

- To **appreciate** what has been achieved in the year (e.g. the difficulties / constraints faced, support, team efforts)

2

- To **ascertain** the performance achieved. Is there any change of priorities that had affected the staff performance? If so, how did this change impact the business?

3

- To provide a **2-way dialogue opportunity** on the Bank's expectations vis-à-vis the staff expectations

4

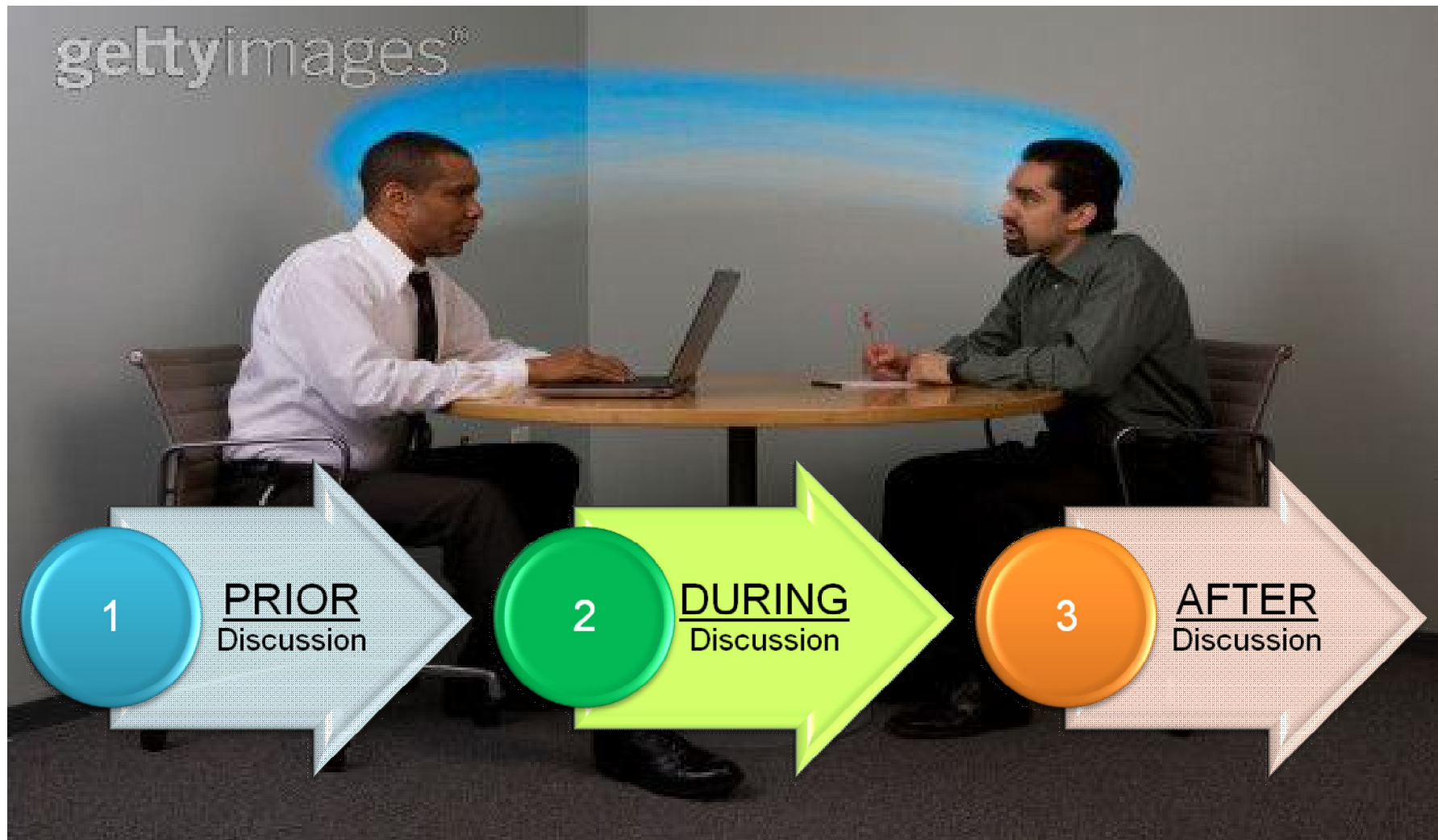
- An opportunity to **discuss the future objectives and goals**
- To look ahead and to make plans for the next period in a collaborative / mutual manner







## One-on-One Performance Discussion - Guidelines





1

## PRIOR Discussion

### Preparation

Based on set KPIs, assess and think through what are the performance and deliverables

Fill out the scorecard on-line based on evidenced achievements and submit the scorecard

Print out for performance discussion.

### Agreed Date & Time

Both appraisee and appraiser to agree a confirmed date and time for the performance review session.

If the supervisor is extremely busy, it is the appraisee's responsibility to secure an agreed date and time.



2

## DURING Discussion

Begin the performance discussion session by making sure you are at ease and "relaxed"

Give clarifications on the rating based on your own assessment

Provide your supervisor with the evidence and rationale

Listen actively and maintain a positive attitude

Endeavor to reach for a mutually agreed rating

Discuss on the expectations and areas that need improvement

Continue to discuss your Individual Training & Development needs and how this will help fulfill your career aspiration

Close the discussion and agreement on Personal Development Action Plan. Always end on a positive, encouraging note – **BE SINCERE!!**

Thank the supervisor for his/her continuous support and guidance



3

## AFTER Discussion

Following up after the performance discussion is the key to maintaining motivation and progress – to ensure continuous support and offer creative ways to resolve problems / issues faced

Regularly look for opportunity to contribute and improve yourself and your performance.



**For further information / queries, please do not hesitate to contact the following key personnel at KFHMB, Group Human Capital:**

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**Thank you**