**Performance Management System**

**December 2021 Examination**

# 

# Question 1. Rajan Kumar is the HR Manager at Big Mart Ltd which is an online company that caters to customers pan India. The company is 3 years old and has been growing rapidly now to cater to small cities and towns. They specialize in end to end products ranging from Apparels, furniture to groceries and more (ref like a Big Bazaar and Food Bazaar). Rajan is considering implementing the Balanced Score Card (BSC) for the company as he believes the BSC can play an important role in the company’s growth. Design a Balanced Score Card for the company covering 2 examples each in the Financial, Customer, Business Process and Learning & Growth quadrants. (10 Marks)

## Ans 1.

## Introduction

As the world's companies continue to use performance measurement on a large scale, it remains a practical and useful instrument for helping them achieve the best results possible. It is a good thing, for a company on the whole, that all of its important strategic projects and objectives can be considered part of the performance evaluation support mechanism, even at the most basic level. If you have seen how a performance appraisal is used, then you would have a better Its Half solved only

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# Question 2. You are the HR manager at Shoppers Paradise which is a retail store in Mumbai. You are introducing 360 degree feedback process in the company. Design a 360 degree form for the position of Customer Service Executive (CSE). This form is to be filled by the Manager of the CSE. (10 Marks)

**Ans 2.**

## Introduction

The discourse on digitalization in the last couple of days has garnered considerable attention. While groups have been busy doing research and participating in playing up to this point, they have specialized in leveraging the vast amounts of records that can be found in the modern era to solve business problems.

Organizations have been able to turn colossal records into precise recommendations that create

# Question 3. Assume you are an HR manager in an online furniture company which has recently introduced Performance Management System for its employees. The employees are being coached on the concepts and application of the same.

# Prepare 2 SMART goals each for the following profiles:

# a. Furniture designer (5 Marks)

# b. Furniture carpenter (5 Marks)

## 

## Ans 3A.

## Introduction

A green and efficient enterprise is essential to the success of a company. The objective of the strategy is to align employees, budgets, and technology to meet an organization's objectives, using both public and private techniques. Furthermore, it also serves as a signal for the management as it alerts them to potential problems and lets them know to adapt to new

**Ans 3B.**

People are constantly seeking methods to make a livelihood or earn additional money, and owning an enterprise or strategic finishing tasks are often considered the possible choices. And while that can be an exciting, passionate idea or perception, that won't be viable in the long term