**Performance Management System**

**June 2022 Examination**

##

## Q1. Clean Tech is a chain of retail stores in India. The company has completed 2 years and has a chain of 40 retail stores in India. The stores specialize in end to end products ranging from digital products, Apparels, furniture to groceries and more (eg similar to Amazon). The company is considering implementing the Balanced Score Card (BSC). 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

The duration balanced scorecard (BSC) refers to a strategic control overall performance metric used to understand and decorate various internal industrial employer features and the outside outcomes that result from them. Managers gather and interpret data, that's critical to supply quantitative consequences. Corporation employees may use this fact to make better alternatives for the future of their companies. Balanced scorecards are broadly used to degree and provide comments to enterprises within facet America, the United Kingdom, Japan, and Europe. Dr. Its Half solved only

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**Q2. Ridhima Bose is working with Netmed Enterprises which is an online medical solutions company. Her role is that of a telecaller who interacts with patients and their families. Ridhima has been an excellent performer and always exceeds her targets. Since the past 4 months, Ridhima has been undergoing some personal challenges with illness in the family. She is very stressed on account of this and her attitude and behavior at work has also changed. She is often seen arguing with colleagues and her customer service rating has also dropped. Her manager has now escalated the matter to the Department Head, Tushar Wadia, who has now called Ridhima for a discussion. Assume you are Tushar, how would you go about conducting the Performance Counseling Discussion. (10 Marks)**

## Ans 2.

## Introduction

Employees benefit from typical performance counseling because it enables them to overcome weaknesses and enhance their strengths. It's a developmental way wherein the advanced and the subordinate speak to the subordinate's beyond overall performance to assist the aide to enhance and change into higher in the future. The help provided with using a manager to their friends in objectively reading their standard performance is called complete performance counseling. It

**Q3. Roohi Films Ltd is in the visual medium business, focusing on filmmaking (movies, television and digital series) and advertisements. The company has been in existence since 2017. The company now has plans to list on the Bombay Stock Exchange and also expand globally. You are Aarti the HR manager at the company:**

**a. Prepare a Vision and Mission statement for the company (5 Marks)**

**Ans 3a.**

## Introduction

A big part of counseling durations may be spent managing worker excuses, rationalizations, and justifications for failing to do what's anticipated of them. At the same time, as this talk is not supposed to be an all-inclusive manual at the concern, it will cope with most of the more

**Qb. Write 2 SMART (Specific, Measurable, Achievable, Relevant, Timebound) which can help the company achieve its vision that you have prepared. (5 Marks)**

**Ans 3b.**

**Introduction**

Clever is an acronym that may use to help set desires. Many humans spend their lives bouncing from one process to the next or rushing around trying to perform more simultaneously as honestly conducting very little. Placing competent desires allows customers to make clear ideas, make awareness efforts, make better use of time and sources, and grow chances of reaching life