**Performance Management System**

**September 2022 Examination**

**Q1. Venkat Raman is working with Foodland Logistics as a manager for the past 3 years. Venkat is in charge of the warehouses and deliveries section. Venkat has been successful in achieving difficult targets and is regarded as a star performer. However, team members often complain about Venkat being too aggressive, rude, and pushy focusing only on targets. This resulted in high attrition in his team. Venkat's superior, Usha Amonkar has called Venkat for a counseling session. How should Usha go about the process of counseling Venkat (who is otherwise a good performer)? (10 Marks**

**Ans 1.**

**Introduction**

The case study about Venkat Raman’s working with Foodland Logistics as a manager is an interesting piece of study. Warehouse managers are the important personnel for any warehouse and delivery section of a business with inventory, is such an important post that many companies die and live on the weaknesses and strengths of those managers. The high attrition in his team has invoked Venkat's superior, Usha Amonkar for a counseling session for the former, keeping in mind that he is otherwise a man with substance. The reason for initiating this discourse is finding the right

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**Q2. Reshma Vyas is employed with Natural Tech solutions for the past 2 years. Reshma has recently been transferred to the People Tech solutions department. She has a new team of 7 direct reports. The Head of the Department who was earlier handling this role (Rajesh Nair) has resigned and during the handover process, Reshma was explained about the Critical Incident Diary. Reshma now has to complete the Performance Review of her team. How should Reshma go about conducting a successful appraisal process with the critical incident diary? (10 Marks)**

**Ans 2.**

**Introduction**

Finding and maintaining good staff, and efficiently retaining them is a challenge for most businesses, the case study organization, Natural Tech solutions are no exception. Conducting unbiased performance reviews is an ideal measure to recognize and reward Reshma’s staff contributions. While going through the “***Critical Incident Diary***" all these aspects can help Reshma retain the expertise she needs and minimize her business's recruiting costs and staff

**Q3. Medi Easy is in the online pharmacy and medical business in India. The company has been formed 3 years ago and is doing well in digital medicines for individuals and hospitals.**

**Prepare the Balanced Score Card with 1 goal each for:**

1. **Financial and Customer quadrant (5 Marks)**

**Ans 3a.**

**Introduction**

Preparing the Balanced Score Card of Medi Easy with 1 goal each, and starting with the Financial and Customer quadrant will lead us to understand what we measure is what we get. Senior executives of Medi Easy are well aware of the fact that the measurement system of their organization strongly affects the behavior of both

**Q3b. Business Process and Learning & Growth quadrant (5 Marks)**

**Ans 3b.**

**Introduction**

The internal measures for the balanced scorecard should stem from the business processes that can greatly impact customer satisfaction — factors that affect quality, employee skills, cycle time, and productivity, for example -- firms should also attempt to not only identify but also measure their core competencies. Here comes the