

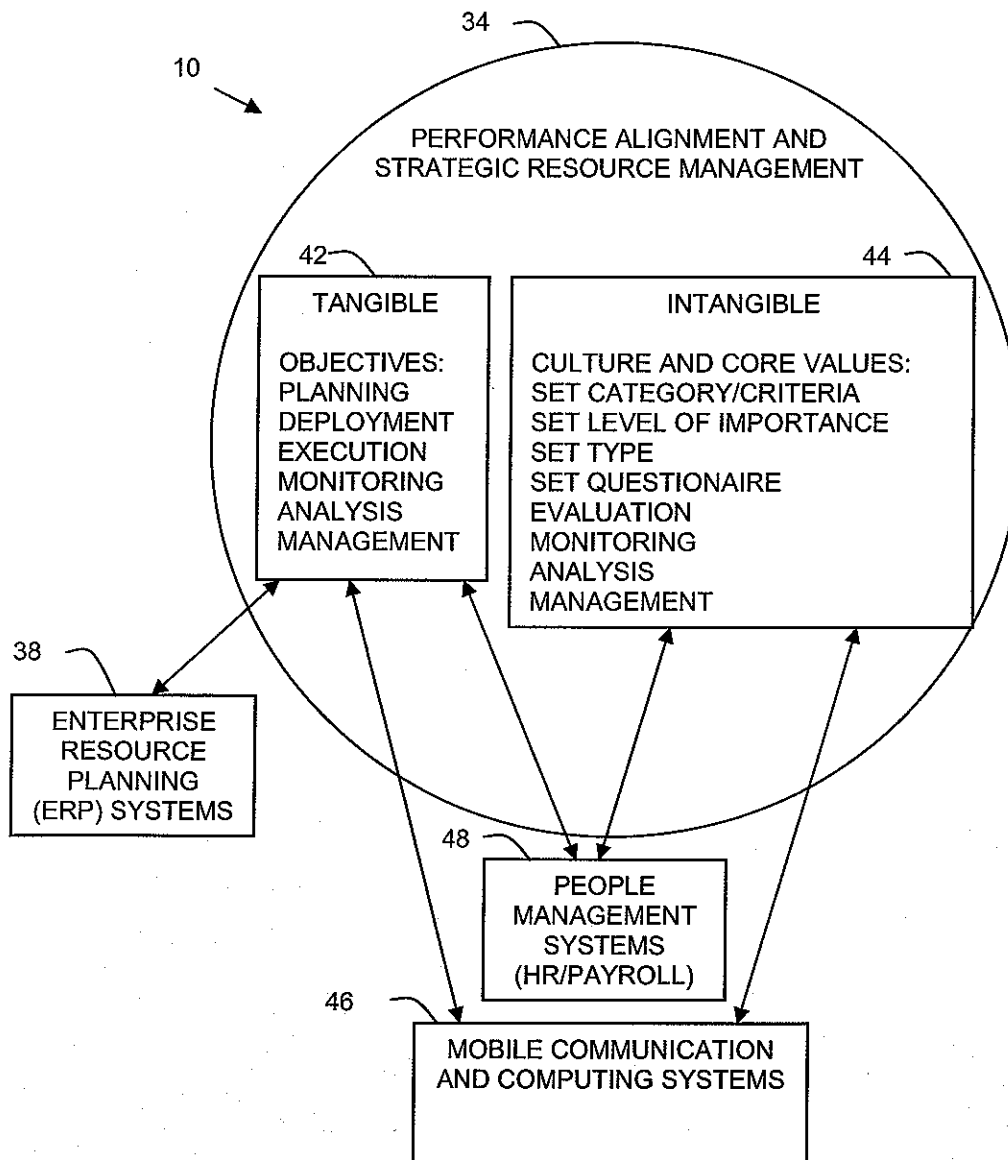


FIG. 1

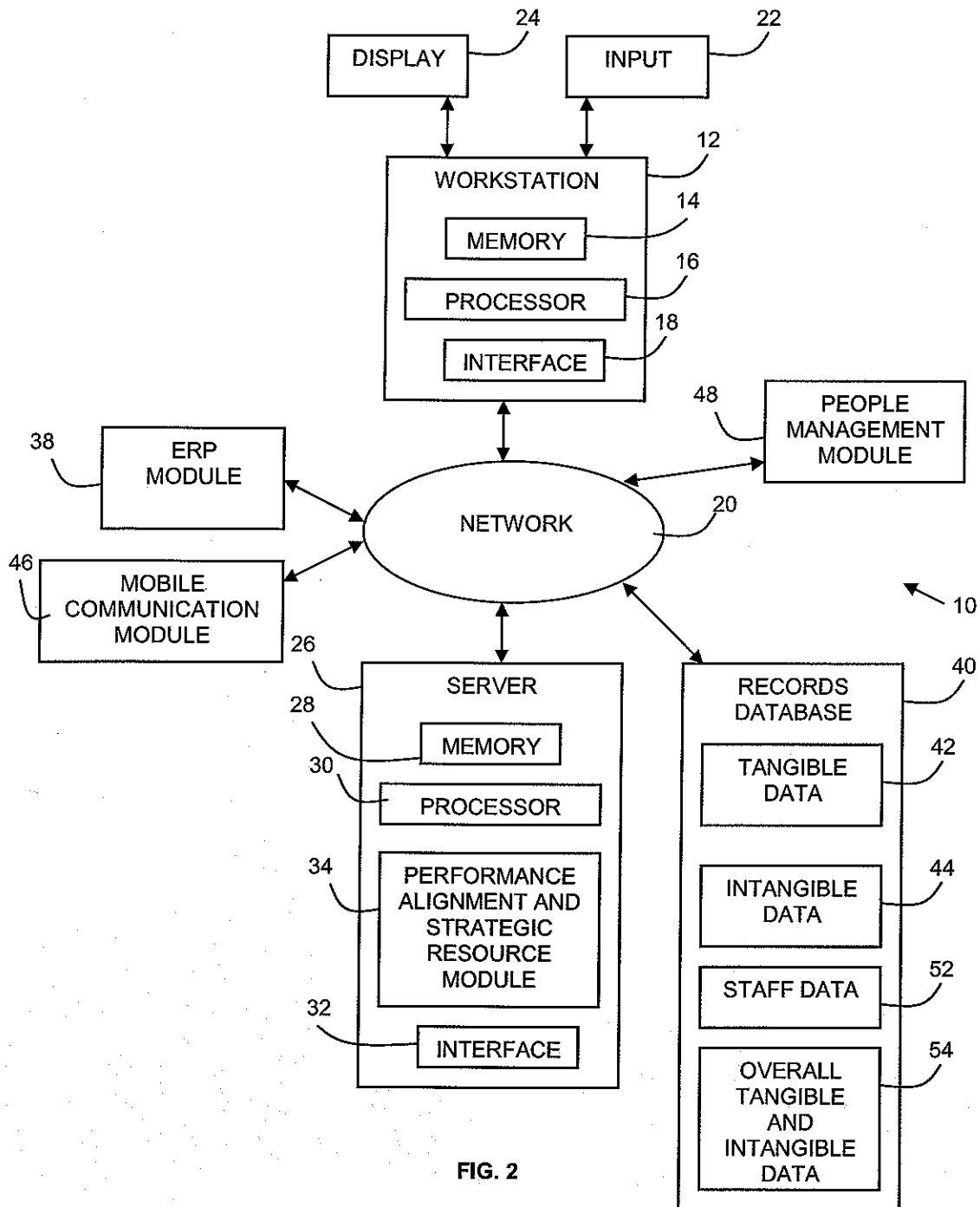


FIG. 2

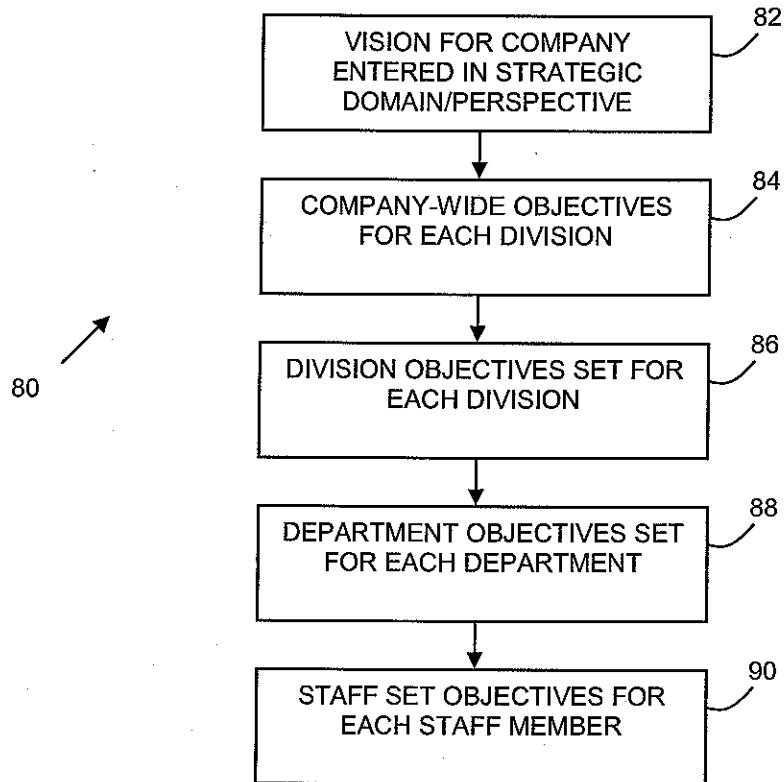


FIG. 3

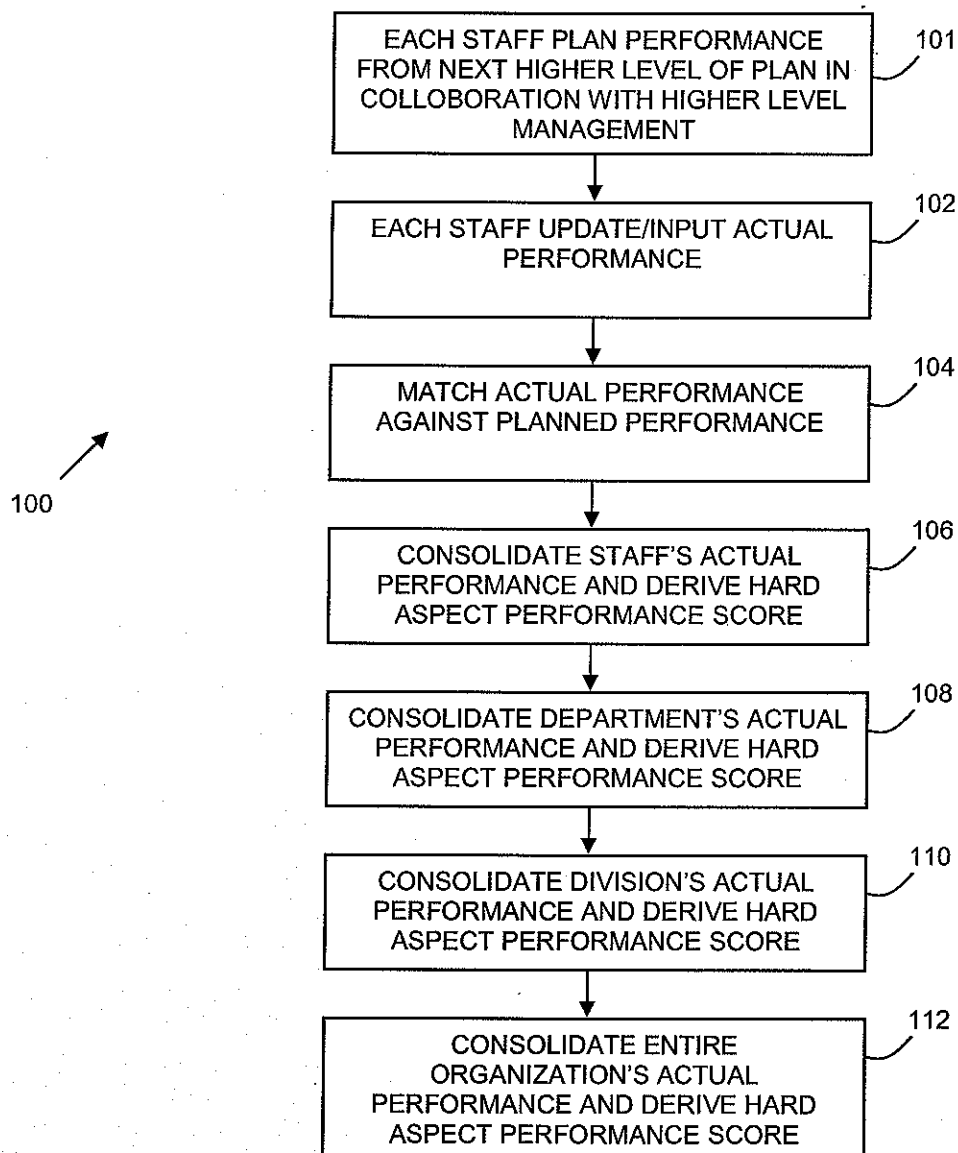


FIG. 4

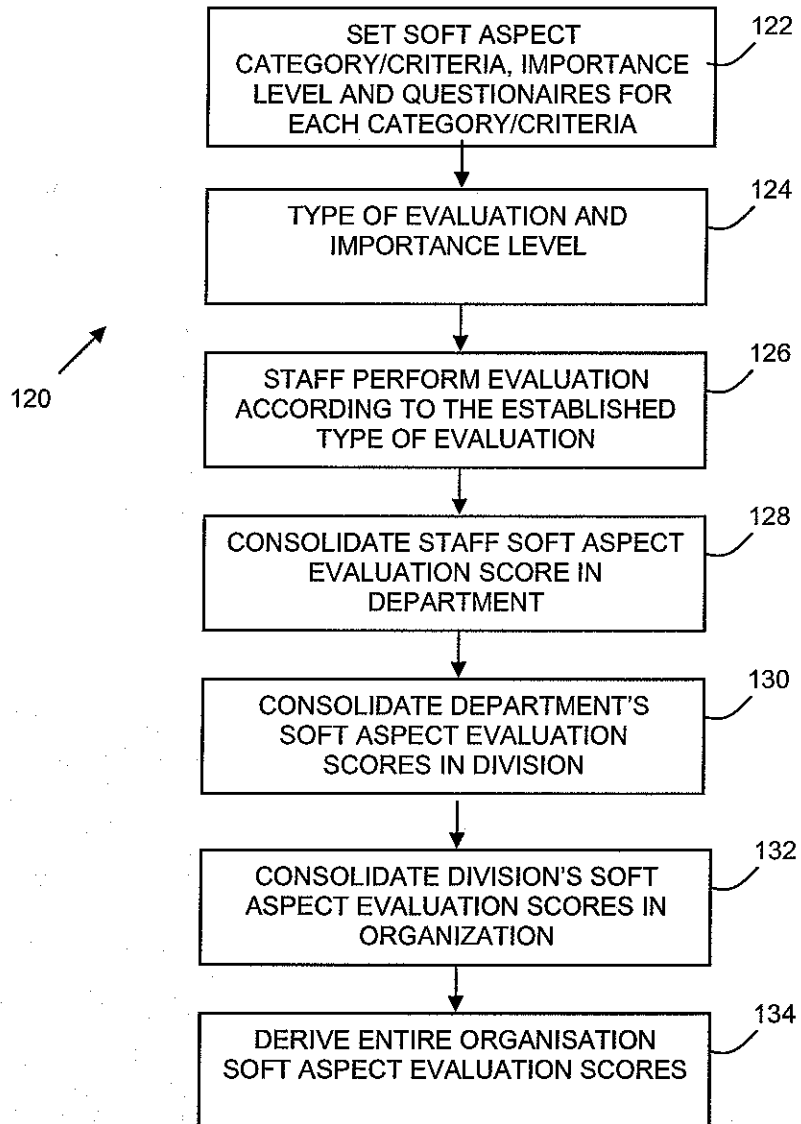


FIG. 5

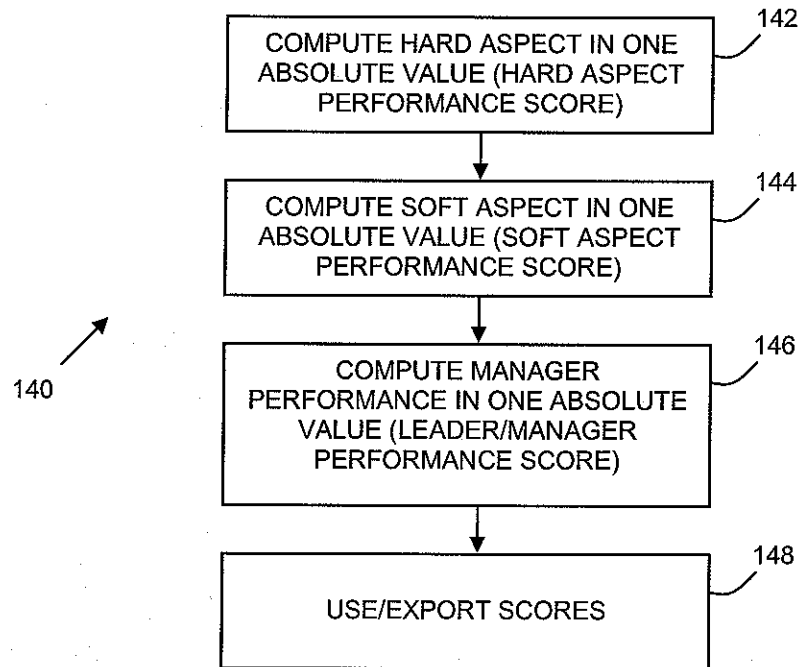


FIG. 6

Objective	Wt(%)	Assigned	Plan	Achieved	Deviation	haObj
Objective 1	20	Manager1				0.98
Objective 1.1	40	Staff1	100	80	-0.2	
Objective 1.2	30	Staff1	100	100	0	
Objective 1.3	30	Staff2	100	120	0.2	
Objective 2	30	Manager1				0.965
Objective 2.1	30	Staff1	100	125	0.25	
Objective 2.2	20	Staff2	100	90	-0.1	
Objective 2.3	50	Staff2	100	90	-0.1	
Objective 3	50	Manager1				0.82
Objective 3.1	20	Staff1	100	80	-0.2	
Objective 3.2	30	Staff1	100	75	-0.25	
Objective 3.3	15	Staff2	100	80	-0.2	
Objective 3.4	35	Staff2	100	90	-0.1	

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FIG. 7

	Manager1	Staff1	Staff2
Average score	6.92	6.22	5.13

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FIG. 11

	Manager1				Staff1				Staff2			
Question	B	St	Se	Pe	B	St	Se	Pe	B	St	Se	Pe
Integrity – 40%	7.3	4.3	5	7.3	8	7	7	5.3	4.3	6.3	6.3	3.3
Question1	6	5	6	8	8	7	8	5	4	5	7	2
Question2	7	6	3	6	8	6	7	5	6	8	5	3
Question3	9	2	6	8	8	8	6	6	3	6	7	5
Creativity – 20%	6.6	4	5.3	6	7.3	5	8.6	6	5.3	4.6	6.3	5.3
Question1	7	4	4	6	7	4	7	6	7	3	8	6
Question2	6	6	7	7	9	5	10	7	5	5	5	6
Question3	7	2	5	5	6	6	9	5	4	6	6	4
Challenge – 40%	6.6	6.3	5.3	6.3	5.6	5	6.3	6.3	6.3	6	5.3	5.6
Question1	9	7	5	5	7	7	8	8	6	6	4	6
Question2	6	4	7	6	4	5	6	5	7	6	7	7
Question3	5	8	4	8	6	3	5	6	6	6	5	4

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FIG. 8

	Manager1				Staff1				Staff2			
Question	B	St	Se	Pe	B	St	Se	Pe	B	St	Se	Pe
Integrity – 40%	7.3	4.3	5	7.3	8	7	7	5.3	4.3	6.3	6.3	3.3
Creativity – 20%	6.6	4	5.3	6	7.3	5	8.6	6	5.3	4.6	6.3	5.3
Challenge – 40%	6.6	6.3	5.3	6.3	5.6	5	6.3	6.3	6.3	6	5.3	5.6

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FIG. 9

	Manager1				Staff1				Staff2			
Question	B	St	Se	Pe	B	St	Se	Pe	B	St	Se	Pe
Integrity – 40%	2.9	1.7	2	2.9	3.2	2.8	2.8	2.1	1.7	2.6	2.6	1.3
Creativity – 20%	1.3	0.8	1	1.2	1.4	1	1.7	1.2	1	0.9	1.2	1
Challenge – 40%	2.6	2.6	2.1	2.6	2.2	2	2.5	2.5	2.5	2.4	2.1	2.2

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FIG. 10

Plan Objective

Objective Appraisal Report Log Out Exit

Strategic/Action Plan	Wt(%)	Plan Target	Unit of Measure	Description	Base Period	Type	Staff
Sales Revenue increase	10	30	%	Revenue	Yearly	Objective	Facility Manag...
↳ Service Revenue for Pre-Sales Support Activities increase	10	5	%	Revenue	Yearly	Objective	Service Count...
Net Profit After Tax increase	20	20	%	Profit	Yearly	Objective	Facility Manag...
↳ Net Profit After Tax increase	20	20	%	Profit	Yearly	Objective	Loh
Direct Cost reduce	10	15	%	Cost of Sales	Yearly	Objective	Facility Manag...
↳ Direct Cost on Manpower reduce	10	10	%	Cost of Sales	Yearly	Objective	Service Count...
General Expenses reduce	10	10	%	Expense	Yearly	Objective	Facility Manag...
↳ General Expenses for Operation reduce	10	10	%	Expense	Yearly	Objective	Service Count...
New Market penetration into Malaysia with	10	5	Index	MNCs	Yearly	Objective	Facility Manag...
Customer Satisfaction Index for existing projects over maximum to 5	10	3.7	Index	Others	Yearly	Objective	Facility Manag...
↳ Principle Independent Customer Satisfaction Index over maximum of 5	10	3.7	Index	Others	Yearly	Objective	Service Count...
↳ Customer commendation of at least	10	5	Index	Others	Yearly	Objective	Service Count...
↳ Major Customer complaints no more than 3 per month	10	3	Index	Complaints	Monthly	Objective	Service Counter
Implement ISO 9001 Quality Management System (QMS)	10		Duration		Yearly	Objective	Facility Manag...
↳ Implement ISO 9001 (QMS) for Facility Management related processes	10		Duration		Yearly	Objective	Service Count...
Obtain ISO 9001 certification for QMS	10		Duration		Yearly	Objective	Facility Manag...
↳ Obtain ISO 9001 certification for QMS for Facility Management processes	10		Duration		Yearly	Objective	Service Count...

Save Close

FIG. 12

Objective Approval

Vision Objective Report Log Out Exit

No	Strategic/Action Plan	Plan Approve	Plan Start Date	Plan End Date	Plan Target	Unit of Measure	Description	Base Period	Staff	Result	Actual Start Date	Actual End Date	Upd App
1	Sales Revenue increase	☒	01/04/2007	31/03/2008	30	%	Revenue	Yearly	Facility Management, Pro...				
1.1	Service Revenue for Pre-Sales Su...	☒			5	%	Revenue	Yearly	Service Counter, In-Hous...				
2	Net Profit After Tax increase	☒	01/04/2007	31/03/2008	20	%	Profit	Yearly	Facility Management, Pro...				
2.1	Net Profit After Tax increase	☒			20	%	Profit	Yearly	Loh				
3	Direct Cost reduce	☒	01/04/2007	31/03/2008	15	%	Cost of Sa...	Yearly	Facility Management, Pro...				
3.1	Direct Cost on Manpower reduce	☒			10	%	Cost of Sa...	Yearly	Service Counter, In-Hous...				
4	General Expenses reduce	☒	01/04/2007	31/03/2008	10	%	Expense	Yearly	Facility Management, Pro...				
4.1	General Expenses for Operation f...	☒			10	%	Expense	Yearly	Service Counter, In-Hous...				
5	New Market penetration into Malay...	☒	01/04/2007	31/03/2008	5	Index	MNCs	Yearly	Facility Management, Pro...				
6	Customer Satisfaction Index for ex...	☒	01/04/2007	31/03/2008	3.7	Index	Others	Yearly	Facility Management, Pro...				
6.1	Principle Independent Customer...	☒			3.7	Index	Others	Yearly	Service Counter, In-Hous...				
6.2	Customer commendation of at lea...	☒			5	Index	Others	Yearly	Service Counter, In-Hous...				
6.3	Major Customer complaints no m...	☒			3	Index	Complaints	Monthly	Service Counter				
7	Implement ISO 9001 Quality Man...	☒	01/04/2007			Duration		Yearly	Facility Management, Pro...				
7.1	Implement ISO 9001 (QMS) for Fa...	☒	01/04/2007			Duration		Yearly	Service Counter, In-Hous...				
8	Obtain ISO 9001 certification for Q...	☒	01/04/2007	31/12/2007		Duration		Yearly	Facility Management, Pro...				
8.1	Obtain ISO 9001 certification for Q...	☒	01/04/2007	31/12/2007		Duration		Yearly	Service Counter, In-Hous...				
9	Develop competency of staff lower...	☒	01/04/2007	31/03/2008				Yearly	Facility Management, Pro...				

Save Close

FIG. 13

Update Objective

Objective Appraisal Report Log Out Exit

No.	Project Plans	Predecessor	Target	Unit of Measure	Description	Base Period	Staff
1	Obtain ISO 9001 certification for QMS for Facility Management p...			Duration		Yearly	Lot
2	↳ Phase A: Current System Study						Full
3	↳ Systems Assessment - Gap Analysis						
4	↳ Operational Process Flow Chart	3					
5	↳ Phase B: Quality Systems Documentation design and Dev.	2					
6	↳ Phase C: Quality Systems Implementation						

Add Member Save Close

FIG. 14

Objective Appraisal Report Log Out Exit

No.	Strategic/Action Plan	Wt(%)	Plan Target	Unit of Measure	Description	Base Period	Type	Result	Actual Start Date	Actual End Date
1.1	↳ Sales Revenue for main units	0	10000	\$	Revenue	Yearly	Objective			
1.1.1	↳ Q1	0	3000	\$	Revenue	Quarterly	Objective			
1.1.2	↳ Q2	0	2000	\$	Revenue	Quarterly	Objective			
1.1.3	↳ Q3	0	1000	\$	Revenue	Quarterly	Objective			
1.1.4	↳ Q4	0	4000	\$	Revenue	Quarterly	Objective			
1.1.4.1	↳ Pre-Sales Support Activities	0	5	%	Revenue	Yearly	Objective			
1.2	↳ In-house sales of main units	0	20	Index	Revenue	Monthly	Objective			
1.2.1	↳ Per gate	0	250	\$	Revenue	Monthly	Objective			
1.2.1.1	↳ In-house sales of consumables	0	1800	Index	Revenue	Monthly	Objective			
1.2.1.2	↳ In-house consumables	0	1800	\$	Revenue	Monthly	Objective			
1.2.1.3	↳ In-house sales of consumables	0	1800	Index	Revenue	Monthly	Objective			
2	Direct Cost on Manpower reduce	0	10	%	Cost of Sales	Yearly	Objective			
3	General Expenses for Operation reduce	0	10	%	Expense	Yearly	Objective			
4	Principle Independent Customer Satisfaction Index	0	3.7	Index	Others	Yearly	Objective			
5	Customer commendation of at least	0	5	Index	Others	Yearly	Objective			
5.1	↳ Customer commendation	0	5	Index	Others	Monthly	Objective			
6	Major Customer complaints no more than 3 per	0	3	Index	Complaints	Monthly	Objective			
7	Implement ISO 9001 (QMS) for Facility Managem	0		Duration		Yearly	Objective			

Save Close

FIG. 15

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Objective Appraisal Report Log Out Exit

Appraisal - Staff

No	Questionnaire	Albert	Malcolm	Peng	Ryan	Thiru	Victor
1.3	Abile to carry out tasks to expectation and delivers on promises?						
1.4	Accepts responsibility?						
1.5	Take care of company property and office environment?						
1.6	Take care of company property and office environment?						
2	Creativity						
2.1	Anticipates and prevents problems?						
2.2	Develops new, original and feasible ideas to solve problems?						
2.3	Identifies ways to make existing systems more effective?						
2.4	Eliminates wastage of time and expenses for company?						
3	Challenge						
3.1	Ability to perform job description without supervision?						
3.2	Level of productivity?						
3.3	Quality of work?						
3.4	Organises work and time properly?						
3.5	Communication skills (both written and oral)?						
4	Teamwork						
4.1	Encourages and motivates team members?						

Continue Save Close

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FIG. 16

Division Name:			Service Center			Staff:			Thru		
Department Name:			Project / Activity			Start Date			End Date		
Facility Management											
Department's Objectives 1. Sales Revenue for units sold at least \$ 10,000 per Month 2. Direct Cost on Manpower reduce by 10% 3. General Expenses for Operations reduce by 5%											
No.	Staff Action Plan	M/W	Plan Target: \$ 10,000 per Month	Actual Achieved \$ 10,000 per Month	% Achieved	Performance Score	KPI 70/70/70/40 Productivity / Quality / Customer Satisfaction	Start Date	End Date	Schedule Jan Feb Mar Apr May Jun Jul Aug Sep Oct Nov Dec	Remarks
1.0	Sales Revenue for units sold at least \$ 10,000 per Month	35%	\$ 10,000 per Month	\$ 10,000 per Month	100.0%	"A1" Value		01/01/2007	31/12/2007		N/A
1.1	Escorte monthly sales handling promotion	20%	\$ 5,000 per Month	\$ 5,000 per Month	100.0%	"A2" Value		01/01/2007	31/07/2007		N/A
1.2	Calculation with associates supplies for product	20%	\$ 2,000 per Month	\$ 2,000 per Month	100.0%	"A3" Value		01/01/2007	31/12/2007		N/A
1.3	Handle general marketing activities with other departments	20%	\$ 3,000 per Month	\$ 3,000 per Month	100.0%	"A4" Value		01/01/2007	31/12/2007		N/A
Staff Objective Score											
2.0	Direct Cost on Manpower reduce by	30%	10%	100.0%		"C1" Value		01/01/2007	31/12/2007		N/A
2.1	Staff Action	50%	5%	100%		"C2" Value		01/01/2007	31/07/2007		N/A
2.2	Staff Action	20%	3%	100%		"C3" Value		01/01/2007	31/12/2007		N/A
2.3	Staff Action	30%	2%	100%		"C4" Value		01/01/2007	31/12/2007		N/A
Staff Objective Score											
3.0	General Expenses for Operations reduce by	15%	5%	100%		"D1" Value		01/01/2007	31/12/2007		N/A
3.1	Implement SO approval process for general office purchase	50%	3%	60%		"D2" Value		01/01/2007	31/07/2007		N/A
3.2	Implement monthly stock check of stationary items	20%	2%	50%		"D3" Value		01/01/2007	31/12/2007		N/A
3.3	Implement electricity savings and power recycling program	30%	1%	200%		"D4" Value		01/01/2007	31/12/2007		N/A
Staff Objective Score											
4.0	Other Objective Assigned	30%	By End Dec 2007	By End Dec 2007	100%	"E1" Value		01/01/2007	31/12/2007		N/A
4.1	Participate in ISO 9000 project implementation	100%	By End Dec 2007	By End Dec 2007	100%	"E2" Value		01/01/2007	31/12/2007		N/A
Overall Performance Score											
Individual Performance Score (Hard Aspects)						TPS-SA value					
Individual Performance Score (Soft Aspects)						TPS-HA value					
Overall Individual Performance Score (Hard & Soft Aspects)						OIPS-HS-SA values					

Notas:
 *A1 to A3" & "OA" values
 *C1 to C3" & "OC" values
 *D1 to D3" & "OD" values
 *E1" & "OE" values
 *TJS-HA", "TJS-SA", "OIPS-HS-SA" values
 Are all computed using formulas as
 documented in the Patent Specification

Seq	Questions	Category/Criteria Importance	Type				
			Importance				
	For: Quarter 1 / Quarter 2 / Quarter 3 / Quarter 4		10% Self	50% Boss to Staff	10% Staff to Boss	20% Peers	10% External Parties
	Integrity	25%					
1	Keen sense of timeliness?		6	5	6	8	8
2	Displays strong sense of ethics and honesty?		7	6	6	5	4
3	Able to carry out tasks to expectation and delivers on promises?		8	5	4	6	3
4	Accepts responsibility?		9	6	8	5	3
5	Takes care of company property and office environment?		9	9	9	7	6
	Average Score for Trust & Integrity		7.8	6.2	6.6	6.2	4.8
	Creativity	25%					
1	Anticipates and prevents problems?		6	5	6	8	8
2	Able to make quick, accurate decisions using relevant information?		7	6	6	5	4
3	Develops new, original and feasible ideas to solve problems?		8	5	4	6	3
4	Identifies ways to make existing systems more effective?		9	6	8	5	3
5	Eliminates wastage of time and expenses for company?		9	9	9	7	6
	Average Score for Creativity		7.8	6.2	6.6	6.2	4.8
	Achievement	25%					
1	Ability to perform job description without supervision?		6	5	6	8	8
2	Level of productivity?		7	6	6	5	4
3	Quality of work?		8	4	4	6	3
4	Organises work and time properly?		9	6	8	5	3
5	Communication skills (both written & oral)?		9	9	9	7	6
	Average Score for Challenge		7.8	6.2	6.6	6.2	4.8
	Teamwork	25%					
1	Demonstrates good leadership skills?		6	5	6	8	8
2	Encourages and motivates team members?		7	6	6	5	4
3	Shares information and skills with team members?		8	5	4	6	3
4	Provides assistance to other department members?		9	6	8	5	3
5	Works well with co-workers from other departments?		9	9	9	7	6
	Average Score for Teamwork		7.8	6.2	6.6	6.2	4.8
	Individual Performance Score (Soft Aspects)	100%	7.8	6.2	6.6	6.2	4.8
			IPS-SA value				

FIG. 19

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