



**ITM**

International Trade Management P/L

Performance Review

Doc No: HR15.1

Date: 18/11/98

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### Performance Review - Section 1

#### All Staff & Management

Name: .....

Position / Title: .....

Department: .....

Location: .....

Reviewed By: (Pls Circle)      Self                      Supervisor                      Manager

Review Period:    /    /    to    /    /                      Review Date:    /    /

#### 1. Job Description Review

A Job Description Review must be completed in consultation with the Employee.

#### 2. Performance

**Performance Definitions:**

- O = Outstanding      Performance is superior on a consistent and sustained basis.
- C = Commendable      Performance frequently exceeds normal job requirements and expectations.
- A = Acceptable      Performance meets Job Description and expectations.
- I = Improvement      Performance meets some position requirements, objectives & expectation.
- U = Unsatisfactory      Performance does not meet Job Description, Immediate improvement required.
- NA = Not Applicable

	O	C	A	I	U	N/A
Quality of Work:						
Comments:						
Quantity of Work:						
Comments:						
Initiative:						
Comments:						
Communication:						
Comments:						

Approved by: *dl*  
Date: 13/01/99      Replaced Issue: N/A



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**Performance Review - Section 1**

**All Staff & Management**

	<b>O</b>	<b>C</b>	<b>A</b>	<b>I</b>	<b>U</b>	<b>N/A</b>
<b>Service Focus:</b>						
Comments:						
<b>Decision Making:</b>						
Comments:						
<b>Team Effectiveness:</b>						
Comments:						
<b>Job Knowledge:</b>						
Comments:						
<b>Dependability:</b>						
Comments:						
<b>Problem Solving:</b>						
Comments:						
<b>Leadership skills:</b>						
Comments:						
<b>Personal Appearance:</b>						
Comments:						

**Performance Review - Section 2**

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**Management & Supervisory Personnel ONLY**

	O	C	A	I	U
<b>Adaptability</b>					
Comments:					
<b>Knowledge of Work Processes:</b>					
Comments:					
<b>Ability to Organise Work:</b>					
Comments:					
<b>Ability/Willingness to Follow Directions:</b>					
Comments:					
<b>Willingness to Accept Responsibility:</b>					
Comments:					
<b>Ability to Motivate:</b>					
Comments:					
<b>Ability to Train/Council/Mentor Staff:</b>					
Comments:					
<b>Conflict Resolution Skills:</b>					
Comments:					
<b>Analytical Skills:</b>					
Comments:					
<b>Entrepreneurial /Innovation Skills:</b>					
Comments:					



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**Management & Supervisory Personnel ONLY**

	O	C	A	I	U
<b>Developing Subordinates:</b>					
<b>Comments:</b>					
<b>Delegating:</b>					
<b>Comments:</b>					



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### Performance Review - Section 3

#### 3. Development Plan:

##### 3.1 Review of previous Development plan (Please refer to previous Performance Review Document)

Have all objectives previously set been achieved? YES / NO (Pls Circle)

If objectives have not been meet please comment as the reasons.

**Comments:**

.....

.....

.....

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**NOTE:** If objectives were not meet due to unrealistic time frames or otherwise, they should be included in the current development plan if they are still an objective.

#### 3.2 Development Plan

Employee Development - Objectives	Specific Action Required	Completion Date
eg. Timeliness, Flexibility	eg. External Training, Job Rotation	

1.....	.....	...../...../.....
2.....	.....	...../...../.....
3.....	.....	...../...../.....
4.....	.....	...../...../.....



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### Performance Review - Section 4

**4. Overall Rating:**

Summarise employee's overall rating. ( Pls Circle )

**Outstanding**

**Commendable**

**Acceptable**

**Improvement** Consultation with State Manager, Head Office may be warranted.

**Unsatisfactory** Immediate attention to improvement is required, Conduct a development plan and set new review date within 3 Months.

**5. Employee Comments:**

.....  
.....  
.....  
.....  
.....  
.....  
.....  
.....  
.....

**6. Signatures / Statement**

**Please Circle Either A or B**

A) I regard this review to be a reasonable assessment of my performance

B) I do not regard this review to be a reasonable assessment of my performance and therefore request a review to be carried out by the next level of management.

Employee's Signature: .....

Date: .....

Supervisors Signature: .....

Date: .....

Managers Signature: .....

Date: .....



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## Performance Review - Definitions

- Quality of Work:** Work is complete, accurate and in an acceptable format.
- Quantity of Work:** Completes assigned work efficiently and in an organised manner within established time frame, works to complete objectives and sees a task through to completion considering current work load.
- Initiative:** Generates ideas and initiated action to seek conformation to solve problems or follow through a task: Self Starter.
- Communication:** Expresses ideas and information in a manner that is complete, clear, concise, organised and appropriate.
- Service Focus:** Takes a personal interest in both internal and external customers, creates a pleasant atmosphere for interaction and takes appropriate action to meet their needs.
- Decision Making:** Has the ability to make timely decisions within the scope of their authority.
- Team Effectiveness:** Actively seeks and achieves group participation to improve work, set priorities.
- Job Knowledge:** Demonstrates comprehension of techniques, skills, processes, equipment, procedures and materials necessary to perform the job.
- Dependability:** Exhibits reliability in being available for work, sometime without close supervision and takes ownership in the work to be performed.
- Problem Solving:** Has the ability to seek whatever information, authority or assistance required to achieve a timely and structured solution to problems at hand.
- Delegation:** Distributes authority to complete tasks to others in a timely and efficient manner in order to complete tasks at hand effectively.

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## Performance Review - Definitions

- Developing Subordinates:** Commits resources to the development of subordinates in areas of Technical abilities, Individual Strategic direction and Motivational Issues, keeping in mind company objectives.
- Leadership Skills:** Has the ability to inspire confidence and to influence the group towards the attainment of departmental and company goals.
- Personal Appearance:** Presents in a manner that not only is expected in the wider business community but also reflect the companies culture.
- Adaptability:** Skill set is flexible enough to allow assistance to be given to other operational areas within the company, whilst maintaining their own workload.
- Knowledge of Processes:** Demonstrates an understanding for all process within their direct authority whilst also understanding the processes that occur within the organisation as a whole.
- Ability to Organise:** Ability to structure, monitor and complete work processes in a timely manner in order to meet objectives.
- Follow Directions:** Carries out instructions in a diligent, comprehensive and willing manner.
- Accepts Responsibility:** Takes ownership for all processors within their control.
- Ability to Motivate:** Can achieve a willingness to exert high levels of effort towards the achievement of organisational goals.
- Train, Counsel, Mentor:** Provides resources in order to provide the staff the ability to perform task at hand whilst keeping in mind individual and organisational career path objectives.

## Performance Review - Definitions





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**Conflict Resolution:** Exhibits the ability to positively influence situations that do not assist in the achievement of departmental and organisational objectives.

**Analytical Skills:** Exhibits the ability to identify, understand and communicate in situations that can and possibly could affect the attainment of organisational goals.

**Entrepreneurial Skills:** Ability to conceive, research and understand new ideas that when applied to initiating or improving a product, process or service.