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## **Quarterly Evaluation Questionnaire**

**For All Levels – Ensuring Belonging, Ownership, & Accountability**

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## **Introduction**

This document serves as the official Quarterly Evaluation Questionnaire for all employees across our departments, including Administrative, Accounting & Finance; Audit; Sales & Marketing; multi-channel communications; Clients Account Management; IT (across various specializations such as Developers, Modern Language, Modeling & Data Cleansing, Integration & System Infrastructures, Networks and Security, Benchmarks & Stress Test, AI/ML & Analytics, Cybersecurity and Hacking Defence, R&D Components & Library, Unit Test & Full Cycle Validation, System Integration and Project Implementations, Maintenance & Support, Call Center and CRM, Web Developers and Social Media); Business Acceptance and Deliveries for Clients Certifications; Documentation and Multimedia; Management Controller & Collections; Partnerships with Universities, Development Partners, and Hi-Tech Suppliers; International and National Expansions; Internal & External Securities Support; and CxO, GM & Executive Director.

This evaluation aims to maintain transparency, uphold professionalism, and guide your career progression. Each employee is encouraged to complete this questionnaire honestly as your responses, along with the assessments from your direct hierarchy and HR Responsible, will determine who deserves to grow within our organization, who may be promoted, and for whom we may need to consider repositioning.

Remember our core values:

* **Time** – Respect the scope of each task delivered.
* **Target** – Achieve the full scope requested with our high-quality standards.
* **Trust** – Restore client confidence by meeting deadlines.
* **Team** – Continuously rebuild through innovation and fresh insights.
* **Transparency** – Retain a single version of the truth in our communications.

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## **Structure of the Evaluation**

The questionnaire is divided into **seven key categories** that cover the entire evaluation lifecycle:

1. **Self-Assessment & Professional Competencies**
2. **Performance Metrics & Quality of Work**
3. **Team Collaboration & Communication**
4. **Innovation & Initiative**
5. **Client & Stakeholder Engagement**
6. **Learning, Development & Adaptability**
7. **Future Potential & Career Growth**

For each category, you will find:

* **An introductory note** explaining its importance.
* **Ten targeted questions** - each with a brief description.
* **Timing instructions** indicate the overall period allocated to complete the section
* **A response table** where:
  + The **first column** is for the employee to provide their self-assessment.
  + The **second column** is for the direct supervisor’s observations and adjustments.
  + The **third column** is reserved for open remarks by the HR Responsible for validating both inputs.

Each section concludes with a short note underscoring the importance of that category within the overall evaluation process.

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## **Category 1: Self-Assessment & Professional Competencies**

*Introduction:*This section invites you to reflect on your professional capabilities, work ethics, and personal growth. Honest self-assessment helps align your career plan with organizational goals.

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| --- | --- | --- | --- |
| **Question & Description** | **Member Opinion** | **Manager Opinion** | **HR Note** |
| **1. Core Skill Proficiency:** Describe your proficiency in key skills required for your role.  *Assess your technical, analytical, and soft skills.* |  |  |  |
| **2. Professional Development:** What recent training or development activities have you undertaken? *Details of courses, workshops, or seminars attended.* |  |  |  |
| **3. Problem Solving:** How effectively do you resolve day-to-day challenges?  *Give examples of critical thinking and creative solutions.* |  |  |  |
| **4. Adaptability:** Evaluate your ability to adapt to changing environments.  *Mention any transitions or new responsibilities handled.* |  |  |  |
| **5. Goal Setting:** How well do you set and achieve professional goals? *Describe how you measure and track your progress.* |  |  |  |
| **6. Work Ethics:** Reflect on punctuality, reliability, and commitment.  *Consider consistency, integrity, and dedication.* |  |  |  |
| **7. Communication Skills:** Assess your clarity and effectiveness in communication.  *Provide examples from team interactions or client discussions.* |  |  |  |
| **8. Collaboration:** How do you contribute to team efforts?  *Detail experiences where teamwork led to success.* |  |  |  |
| **9. Initiative:** Describe instances where you proactively contributed to projects.  *Include any self-initiated improvements or innovations.* |  |  |  |
| **10. Self-Improvement:** What areas do you identify for further improvement?  *Offer suggestions for professional growth or any necessary support.* |  |  |  |

*End Note for Category 1:*Your self-assessment is vital for recognizing strengths and areas for improvement. This category sets the foundation for your overall evaluation.

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## **Category 2: Performance Metrics & Quality of Work**

*Introduction:*This category focuses on your work's measurable outcomes. We emphasize achieving targets and maintaining high quality in every deliverable.

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| **Question & Description** | **Member Opinion** | **Manager Opinion** | **HR Note** |
| **1. Target Achievement:** Describe how you meet or exceed your work targets.  *Cite specific examples and metrics where applicable.* |  |  |  |
| **2. Quality Standards:** How do you ensure high quality in your deliverables?  *Mention procedures, checks, or best practices.* |  |  |  |
| **3. Efficiency:** Evaluate your time management and task completion efficiency.  *Discuss any improvements or challenges.* |  |  |  |
| **4. Innovation in Execution:** Provide examples of how you introduced improvements in your processes and *highlight process optimization initiatives.* |  |  |  |
| **5. Error Reduction:** What measures do you take to minimize errors?  *Discuss quality control methods and review practices.* |  |  |  |
| **6. Client Satisfaction:** How do you ensure client requirements are effectively met?  *Reference any feedback received.* |  |  |  |
| **7. Documentation:** Evaluate the quality and clarity of your work documentation.  *Describe how you maintain records or project logs.* |  |  |  |
| **8. Proactivity in Feedback:** Describe your approach to seeking and incorporating feedback.  *Give examples of changes made post-feedback.* |  |  |  |
| **9. Performance Under Pressure:** How do you maintain quality during high-pressure situations?  *Discuss strategies or practices used.* |  |  |  |
| **10. Overall Contribution:** Reflect on your overall performance and how it contributes to the organization’s success.  *Summarize your key achievements.* |  |  |  |

*End Note for Category 2:*Performance metrics combined with quality assessments provide a clear picture of your contributions to the organization's success.

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## **Category 3: Team Collaboration & Communication**

*Introduction:*This section examines your ability to collaborate effectively with peers, direct reports, and supervisors. It is essential for building a strong, cohesive work environment.

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| **Question & Description** | **Member Opinion** | **Manager Opinion** | **HR Note** |
| **1. Interpersonal Relations:** How do you build and maintain positive colleague relationships? *Discuss collaboration and conflict resolution.* |  |  |  |
| **2. Communication Clarity:** Evaluate the clarity and effectiveness of your communication and *provide instances of successful internal or external communications.* |  |  |  |
| **3. Feedback Reception:** Describe how you receive and act on feedback from peers and supervisors.  *Include examples of constructive feedback and adjustments made.* |  |  |  |
| **4. Team Support:** How do you support your team in achieving shared goals?  *Detail instances where you helped team members succeed.* |  |  |  |
| **5. Conflict Resolution:** Describe your approach to resolving conflicts within the team.  *Share methods or tools used to address disagreements.* |  |  |  |
| **6. Collaboration Tools:** Evaluate your use of collaborative tools and platforms.  *Discuss efficiency in using technology for team projects.* |  |  |  |
| **7. Meeting Participation:** How actively do you participate in team meetings?  *Give examples of contributions made during discussions.* |  |  |  |
| **8. Communication with Superiors:** How do you communicate progress and challenges to your direct manager?  *Provide details of reporting practices.* |  |  |  |
| **9. Peer Recognition:** Describe when you recognized or celebrated a colleague’s achievement. *Highlight the importance of peer support.* |  |  |  |
| **10. Continuous Improvement:** How do you propose to improve team collaboration? *Share suggestions for enhancing teamwork and communication.* |  |  |  |

*End Note for Category 3:*Effective team collaboration and clear communication are the backbone of our organization’s success, ensuring alignment and mutual support.

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## **Category 4: Innovation & Initiative**

*Introduction:*Innovation and initiative drive progress in our organization. This section assesses your ability to think creatively, take calculated risks, and propose improvements that benefit the company.

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| **Question & Description** | **Member Opinion** | **Manager Opinion** | **HR Note** |
| **1. Idea Generation:** Describe an innovative idea you have proposed recently.  *Explain its potential impact on your work or department.* |  |  |  |
| **2. Initiative in Action:** Provide an example where you took the initiative without being prompted. *Detail the actions you took and the outcome achieved.* |  |  |  |
| **3. Problem Anticipation:** How do you anticipate and address challenges before they escalate? *Discuss proactive measures or risk mitigation strategies.* |  |  |  |
| **4. Creativity in Processes:** Evaluate how your creative approaches have improved workflows.  *Share examples of process enhancements.* |  |  |  |
| **5. Learning from Failure:** Describe a situation where a risk did not pay off and what you learned.  *Focus on growth and future prevention.* |  |  |  |
| **6. Contribution to Innovation:** How do you contribute to fostering an innovative culture within your team?  *Highlight participation in brainstorming sessions or innovation workshops.* |  |  |  |
| **7. Technology Adoption:** How do you leverage new technology to improve your work?  *Cite specific tools or techniques adopted.* |  |  |  |
| **8. Initiative in Cross-Functional Projects:** Describe your role in cross-departmental initiatives. *Emphasize collaboration and innovative contributions.* |  |  |  |
| **9. Risk-Taking:** How do you evaluate and manage risks when introducing new ideas?  *Detail your risk assessment processes.* |  |  |  |
| **10. Future Innovations:** What initiatives will you introduce in the upcoming quarter?  *Outline your vision and expected benefits.* |  |  |  |

*End Note for Category 4:* Your drive to innovate and take initiative is crucial for our continued growth and competitive edge in the industry.

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## **Category 5: Client & Stakeholder Engagement**

*Introduction:*This category examines your effectiveness in managing relationships with clients and stakeholders. High-quality engagement builds trust and ensures our commitments are met.

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| **Question & Description** | **Member Opinion** | **Manager Opinion** | **HR Note** |
| **1. Client Relationship Management:** How do you build and maintain strong client relationships?  *Include examples of client feedback and success stories.* |  |  |  |
| **2. Stakeholder Communication:** Describe your approach to communicating with key stakeholders.  *Emphasize clarity, effectiveness, and responsiveness.* |  |  |  |
| **3. Service Delivery:** How do you ensure your work meets client expectations?  *Discuss your quality control and follow-up practices.* |  |  |  |
| **4. Problem Resolution:** Provide an example of successfully resolving a client issue.  *Detail your approach and the outcome.* |  |  |  |
| **5. Client Feedback:** How do you solicit and incorporate client feedback?  *Describe the process and improvements made.* |  |  |  |
| **6. Communication of Value:** How do you articulate the value of our services to clients?  *Focus on delivering clear and impactful messages.* |  |  |  |
| **7. Building Trust:** How do you establish trust with clients and stakeholders?  *Detailed actions were taken to ensure reliability and consistency.* |  |  |  |
| **8. Post-Project Engagement:** How do you maintain client engagement after project completion?  *Explain follow-up practices and relationship management.* |  |  |  |
| **9. Conflict Management:** Describe your method for handling client disputes or misunderstandings. *Highlight conflict resolution strategies.* |  |  |  |
| **10. Future Relationship Strategies:** What strategies will you implement to enhance client engagement in the future? *Outline new ideas or initiatives.* |  |  |  |

*End Note for Category 5:*Effective client and stakeholder engagement reinforces our reputation for excellence and solidifies long-term partnerships.

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## **Category 6: Learning, Development & Adaptability**

*Introduction:*Continuous learning and adaptability are essential in a fast-changing work environment. This category assesses your commitment to professional development and ability to adapt to new challenges.

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| **Question & Description** | **Member Opinion** | **Manager Opinion** | **HR Note** |
| **1. Continuous Learning:** What steps are you taking to further your education and skills?  *Include courses, certifications, or self-study efforts.* |  |  |  |
| **2. Adaptability to Change:** Describe how you have adapted to recent changes in your role or department.  *Provide specific examples.* |  |  |  |
| **3. Knowledge Sharing:** How do you share new knowledge with your team?  *Discuss mentoring, workshops, or documentation practices.* |  |  |  |
| **4. Professional Networking:** How actively do you engage in professional networking?  *Explain how you build industry connections.* |  |  |  |
| **5. Overcoming Challenges:** Provide an example of overcoming a significant challenge through learning.  *Focus on strategies and outcomes.* |  |  |  |
| **6. Feedback Implementation:** How do you incorporate professional feedback into your development plans?  *Detail the process and results.* |  |  |  |
| **7. Cross-functional learning:** Describe any efforts to learn from colleagues in other departments. *Emphasize interdisciplinary knowledge gains.* |  |  |  |
| **8. Self-Reflection:** How do you evaluate your performance and identify areas for growth?  *Discuss methods of self-assessment and improvement.* |  |  |  |
| **9. Adaptability to Technology:** How have you adapted to new technologies or systems introduced at work?  *Cite examples of successful transitions.* |  |  |  |
| **10. Future Development Goals:** What are your learning goals for the upcoming quarter?  *Outline clear objectives and support needed.* |  |  |  |

*End Note for Category 6:*Your commitment to learning and adaptability is fundamental for personal and organizational growth in an evolving industry landscape.

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## **Category 7: Future Potential & Career Growth**

*Introduction:*This final category focuses on your future within the organization. It assesses potential, readiness for promotion and alignment with our strategic goals.

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| **Question & Description** | **Member Opinion** | **Manager Opinion** | **HR Note** |
| **1. Career Aspirations:** What are your long-term career goals within our organization?  *Describe your vision for growth.* |  |  |  |
| **2. Readiness for Promotion:** Evaluate your readiness for increased responsibilities. *Provide examples that justify a promotion or career change.* |  |  |  |
| **3. Leadership Potential:** How do you demonstrate leadership qualities in your current role? *Discuss initiatives and mentoring experiences.* |  |  |  |
| **4. Strategic Thinking:** Describe how you contribute to the strategic direction of your department.  *Include ideas for future improvements.* |  |  |  |
| **5. Innovation for Growth:** How do you envision driving innovation to support organizational expansion? *Outline creative projects or strategies.* |  |  |  |
| **6. Cross-Departmental Impact:** How have you influenced other departments or the overall business?  *Provide cross-functional examples.* |  |  |  |
| **7. Succession Planning:** How are you preparing yourself or others for future leadership roles? *Discuss mentorship and succession strategies.* |  |  |  |
| **8. Self-Development Investments:** What personal investments (time, energy, or resources) have you made towards your career growth? *Detail professional development initiatives.* |  |  |  |
| **9. Future Challenges:** What challenges do you anticipate in the next quarter, and how do you plan to overcome them?  *Identify potential obstacles and solutions.* |  |  |  |
| **10. Commitment to Organizational Values:** How do you plan to embody further our values of time, target, trust, team, and transparency in your future work?  *Explain how your future actions will align with these core principles.* |  |  |  |

*End Note for Category 7:*Your vision for the future and career growth not only paves the way for your success but also drives our organization forward.

## **Summary, Conclusion, and Takeaways**

This comprehensive evaluation reflects our commitment to transparency, continuous development, and maintaining the highest performance standards. Each category is designed to provide insights into your professional competencies, teamwork, innovation, and future potential.

By thoroughly completing this questionnaire, you are actively participating in shaping your career path and the overall growth of our organization. Your honest reflections and feedback from your managers and HR will guide key decisions regarding promotions, professional development, and, if necessary, repositioning.

**Takeaways**

* **Self-Awareness:** Recognize your strengths and areas for improvement.
* **Continuous Growth:** Embrace learning and adaptability as essential parts of your career.
* **Commitment to Values:** Let our core values guide every task and interaction.
* **Transparency and Trust:** Open, honest communication is key to sustaining excellence and achieving our collective goals.

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## **Signature Section**

**Employee** Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  
 Position: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  
 Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  
 Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Manager/Direct Supervisor** Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  
 Position: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  
 Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  
 Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**HR Responsible** Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  
 Position: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  
 Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  
 Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_