

Rating Guideline - Technical Team

#	Competencies	Rating	Guideline Description
A	Properties		Technical
1	GUI/Coding/Database/Unit Testing/ Deployment	1	Has required knowledge of the technology. Does non complex tasks on timely manner. Occasionally needs support and handholding. Requires handholding in complex and pressure situation. Rework is visible often.
	Domain / technology basics understanding and ability to use it for own activities	3	Has required knowledge of design and development techniques and able to learn on own when required. Able to program complex modules. Has knowledge of advance programming concepts and regularly applies it to own work. Understands business needs and participate in architecture/database design and provides critical feedback. Knows deployment approach/tools /techniques of own work.
		5	Has thorough knowledge of design and development techniques, programming concepts, design patterns, Database, Architecture. Able to review and compare different programming approach to make right decision. Keeps up-to-date with new developments in development / design methodology, tools, techniques and/or domain. Has ' can train ' level knowledge of own Technology/SDLC.
B			Functional
1	Ownership and Accountability	1	Generate the list of tasks to be completed with some assistance . Intimates the superior about the progress of the assignments carried out and raises concerns and issues when asked . Unable to meet deadlines which are not related to routine work or having little complexity. Eye for detail and review is less or moderate .
	Updates superiors progress and highlights any issues / concerns Attention to detail;Performs given tasks considering deadlines Return calls/follows-up on tasks, etc. Document management and Individual version control for necessary thing.	3	Generates the list of tasks to be completed. Occasionally intimates the superior about the progress of the assignments carried out and raises concerns and issues. Meets personal deadlines and also deadlines of some additional responsibilities . Organizes data records as per specified guidelines. Eye for detail is good . Develops checklist in order to review the status of activities performed.
		5	Frequently informs the superiors about various steps achieved of the assignments carried out and engages them in discussions on various relevant concerns and issues. Constantly monitors the situation and Reacts accordingly . Optimizes the use of time and uses appropriate tools for time management . Meets most of the Deadlines . Sometimes, does not only do timely escalation but Follow up is also consistent . Organizes data records well as per specified guidelines. Retrieving of information is not difficult. Maintains close interaction with the other teams on common assignments. Reviews the activities of the team systematically and consistently. Eye for detail is very good .

2	Problem Solving and Decision Making	1	Analyses the problem. Is aware of problem solving techniques, does not use them often. Able to reason and debate, solves problems systematically. Can draw multiple conclusions (not the solution) from problem statement.
	Ability to disaggregate and structure problems Describe the key issues and develops structured Approach and Timely act to resolve the situation.	3	Uses high level of problem solving techniques and acts decisively . Implements the plan after analyzing various options with a structured approach to solve the problem.
		5	Uses appropriate problem solving techniques and does a thorough analysis of the problem. Takes timely decisions to solve the problem. Can implement a complex plan for successful Problem solving . Exhibits highly complex problem solving ability.
3	Achievement Orientation (Deadline and Commitments)	1	Has "desire to excel" in the assigned roles. Tries to achieve targets and shows improvement . Gets involved in setting own performance levels with reporting officer.
	Sets stretch targets for himself / herself and does all it takes to achieve them.	3	Constantly sets targets and achieves in the given time frame. Plans very clearly how to achieve performance standards and excel most of the times.
		5	Sets example for others in achieving targets before the given time. Very high level of internal desire to excel and plan the blue print of work very clearly and acts effectively .
4	Team Work & Interpersonal	1	Co-operates with own team members and also tries to network with other teams for information. Gets along with most people but may be unable to hide preferences and may harbor conflicts .
	Collaborates with others and is a team player. Conflict Management	3	Gets along with all people. Convinces people of a cause and acts as a mediator in conflict resolution in most of the situations. Collaborates and participates willingly in planning, problem solving etc. Identifies conflict and manages it.
		5	Gets along well with all and manages conflicts effectively, generally popular in a team. Participates and helps other team members proactively. Participates in team activities and has very good interpersonal skills. Has ability to build effective and vibrant team to achieve timely targets. Proactively identifies conflicts, takes appropriate to manage it and prevents the issue from becoming severe.
5	Process compliance & Work Discipline	1	Understands process and work discipline. Generally adheres to processes and work disciplines.
	Compliance with reviews and operating processes within organization.	3	Is regular in adhering to internal review and operating processes Uses good sense of judgment in escalating issues to superiors.
		5	Is a role model in complying with the operating processes within organization. Proactively escalates issues to superiors.

6	Pro-activeness and Initiatives	1	Takes initiative in areas that are of interest and related to own work but may not volunteer for new assignments/activities easily.
	Goes beyond the call of duty to spot opportunities and is ready to help others or get involved in activities beyond the immediate scope of work.	3	Takes initiative to work in different areas and is able to complete the initiative taken as well. Spots opportunities quickly beyond the scope of his/her own work.
		5	Takes great initiative and also figures out application & implementation path. Involves others in the completion of new initiatives successfully. High level ability to spot opportunities to analyze the issues in cost and time effective manner.
7	Communication skills	1	Can handle simple business communication with clients, project members and others.
	Oral and written communication skills; Listening ability; Ability to synthesize; Uses these skills in proposal/emails/task sheets/reports writing Client and internal interaction.	3	Communicates effectively at individual level. Interacts effectively with clients and project leaders and other teams but presentations in meetings may not be very effective .
		5	Excellent communication skills both written and oral. Uses tact and diplomacy at appropriate occasions. Excellent presentation skills. Explains effectively and sustain energy levels of the audience.
8	Customer Orientation	1	Meets specified customer requirements, understands the changing needs and expectations of customers with assistance from seniors .
	Ability to identify needs and expectations of customers. Understanding the changing needs of their business. Providing prompt and efficient services.	3	Promptly responds to customer queries and requirements. Uses good sense of judgment for escalation. Understands unstated and changing needs and expectations, and incorporates the same in deliverables. Probes for hidden requirements effectively. Influences customer thinking effectively.
		5	Understands most unstated and changing needs of the customer. Delivers not-so-obvious customers requirements along with specified deliverables most of the time. Views situations from customers perspective . Creates desired influence among customers.

9	Self-Management (Adaption to new technologies, processes and work methodologies)	1	Shows the desire to work. Attempts to seek positive feedback . Rarely improves by learning from past incidents and experiences. Works on the basis of formal feedback provided.
	Sustain one's desire to work. Desire to go beyond the routine demands of the job by seeking constructive feedback for self development and growth. Evaluating own strengths and weaknesses, modifying behavior.	3	Is passionate about work and goes beyond routine work to achieve more, improve current work products on own initiatives. Seeks constructive feedback from peers, superiors and subordinates periodically and acts on items. Learns quickly from experience & past mistakes . Identifies personal areas of improvement and modifies behavior accordingly.
		5	Sustains desire to work. Shows willingness to achieve and pursue a standard of excellence, by committing to action in a timely fashion. Goes beyond routine demands of the job by taking action beyond explicit requests . Proactively takes initiative to seek constructive feedback for self development and growth. Modifies behavior based on feedback or self analysis of past mistakes and experiences.
10	Professional and emotional maturity	1	Attempts to adjust behavior on the basis of work situation. Applies expertise to solve problems. Contributes to improvement of units performance and deals with crisis situations with assistance of superiors .
	Adjust the behavior to meet the demands of changing work environment, application of personal expertise to resolve problems, response to crisis situation, stress tolerance and resilience.	3	Modifies behavior to meet the changing demands of the work environment. Acts professional by applying personal expertise to improve units performance . Handles crisis situations calmly by resolving problems methodically. Uses past experience to avoid similar situation in future. Manages well dysfunctional behavior arising out of stress situations.
		5	Effectively modified behavior to meet the changing demands of the work environment. Adapts quickly to deal with emerging opportunities. Accepts ambiguity and uncertainty and effectively deals with risks . Improves unit's performance by applying professional expertise. Resolves crisis by solving potential problems and negative outcomes in a proactive manner. Has high tolerance to stress and shows resilience in pressure situations .