

**Guidelines for preparation of
Individual Performance Scorecards/Selection of KPIs**

1. Individual's Performance Scorecard should be aligned to the company's overall strategic objectives and it should motivate the employees towards desired behavior to achieve organization's strategic goals.
2. Scorecard should not have too many metrics and KPIs should be limited to a number that an officer can focus on day to day basis.
3. The KPIs are the objective parameters which are typically of four types -Financial/Customer/Market Operations/Processes and employee development.
4. The scorecard should contain appropriate mix of parameters based on these four dimensions depending upon their importance for the specific role that the officer is performing. For example, role which is more operational in nature say Network Operations, more KPIs should be from operations/processes dimensions. Similarly for sales and marketing roles, more parameters on financial and customer/market dimension should be included in the scorecard.
5. Each KPI will have a weighing factor associated with it that signifies the parameter's importance in the overall scorecard.
6. Key Performance Indicators (KPIs) should be SMART i.e. specific, measurable, actionable, realistic and time specific parameters.