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Plot No. 2, Knowledge Park-III, Greater Noida (U.P.) –201306

**POST GRADUATE DIPLOMA IN MANAGEMENT (2022-24)
MID-TERM EXAMINATION (TERM -IV)**

Subject Name: **Performance Management**

Time: **01.00 hrs**

Sub. Code: **PGH42**

Max Marks: **20**

Note:

Section A carries 6 marks: 3 questions of 2 marks each, Section B carries 14 marks having 2 questions (with one choice) of 7 marks each.

SECTION A (All Questions are Compulsory)

- Q1. What are the defining characteristics of traditional performance management systems, and how do they differ from modern performance management systems? **(CO1, L2)**
- Q2. What is the difference between KRA, KPA and KPI ? **(CO1, L2)**
- Q3. Explain the shift from annual performance reviews in traditional systems to continuous feedback in modern systems. What are the benefits of continuous feedback? **(CO1, L3)**

SECTION - B (Attempt any two)

Q4. You have been assigned to develop Key Result Areas (KRAs) and Key Performance Indicators (KPIs) for a sales officer of a pharmaceutical company. Prepare KRA'S, KPA'S and KPI's for the same **(CO1, L5)**

Q5 . Assume you are the CEO of a company that employs a huge number of industrial workers who are below graduate level and who possess the technical job-specific skills. Your organization is highly technology driven and requires everyone to perform well, keeping pace with the machine cycle time. Any below the standard performer can create a total mess in the assembly line production system, as the job remains in each work station for a specific period of time. On the expiry of time schedule, the job reaches to next workstation, even if it is not fully completed in the earlier workstation. In assembly-line production system, we cannot back track a job; as a result when the job travels through different work stations with incomplete workmanship, the end product fails to conform to the required quality and is rejected.

As CEO, design an appraisal format and develop performance review system for your organization and Suggest which review process you deem fit and why?
(CO2, L4)

Q6. You have joined a small start-up Garment export manufacturing firm. One of your first responsibilities is to set up a performance appraisal system for the unit. The MD tells you that it must be simple and yet effective. In his experience in the previous companies, he feels that a mid-year review in July and the annual appraisal in January works best in this industry.

Design an Appraisal form, one each for team members, Supervisors, and managers. Provide scope for Self appraisal, Manager Appraisal and Reviewing Manager's Appraisal
(CO2, L5)