

Goal Setting Guidelines

Goal Setting Guidelines - General Guideline



10

1

KPI limit - the maximum number of KPIs for all employees for this current FY is 20 KPIs (this includes learning and growth)

2

Scope - the scope of all target ranges must be defined within the financial year in view. Any target range outside the FY will be re scored to 1

3

Progression/Promotion– Year on Year is applicable to employees on Fast , Mid and Normal tracks. Outcome for milestone grades will be based on-line manager recommendation, validated by calibration/management discretion.

4

Calibration– Calibration for FMs & below will be done at Directorate level. All calibration reports will be validated by the SLC committee on people & disciplinary matters in partnership with their HRBP based on calibration guidelines.

5

Target Ranges– All standardized KPIs must have the standard target ranges.

6

Below the line - Below the line principle shall apply to items relating to risk index, compliance, audit exception rating, sanctions/queries with scores ranging from 1 - 10 marks for default

7

Duplicate KPIs- Ensure two or more KPIs are not measuring the same outcome

8

Appraisal Evidence - All appraisal evidences must be signed off for it to apply as appraisal evidence.

9

Survey Driven KPIs- Functional Surveys are not to be included as part of KPIs. The only recognized surveys are.

- Group TRIM*-Cumulative group score
- Directorate TRIM*-Directorate score for Internal customers & external stakeholders
- All other survey related KPIs should be discussed and pre-agreed with HR & Customer Success.

10

Job Rotation– This is a mandatory promotion requirement for all milestone grade levels

Hybrid Compliance

- One month zero compliance (no marks)
- Less than 100% compliance for two months (no marks)



1

OBI

- OBI declaration



2

Trainings

- Ninjio Annual compliance
- Culture

All trainings must be completed within scheduled timeline



3

Annual Medical

- Completion of annual medical (By February 2025)



4

Default KPIs & Applicable Grades-

Business & Ops & Tech

Perspective	Objective	Measure	Applicable Grades				
			SLC	SM	MM	FM	OFF
Financial	Grow Revenue	Group Revenue	Yes	Yes	Yes	Yes	Yes
	Improve Profitability	Group Adjusted EBITDA	Yes	Yes	Yes	Yes	Yes
	Improve Profitability	Grow Business Line Gross Margin	Yes	No	No	No	No
Customer	Improve Customer Satisfaction	TRI**M Score (Group)	Yes	Yes	Yes	Yes	Yes
	Improve Customer Satisfaction	TRI**M Score (Directorate)	Yes	Yes	Yes	Yes	Yes
Internal Process	Drive Organizational Maturity	Attain Target Maturity Level - Sales	Yes	Yes	Yes	Yes	No
	Drive Organizational Maturity	Attain Target Maturity Level - Data & Analytics Excellence	Yes	Yes	Yes	Yes	No
	Drive Organizational Maturity	Attain Target Maturity Level - Product Excellence	Yes	Yes	Yes	Yes	No
	Drive Organizational Maturity	Attain Target Maturity Level - Operational Excellence	Yes	Yes	Yes	Yes	No
Learning and Growth	Improve Employee Satisfaction	Employee Satisfaction Benchmark	Yes	Yes	Yes	No	No
	Promotion of Core Values	Drive requisite awareness and adherence/compliance to Interswitch Culture and expected behaviors	Yes	Yes	Yes	Yes	Yes
	Critical Talent Retention	% of critical talent retained, Succession Planning	Yes	Yes	Yes	No	No
	Upskilling through blended learning	HR's sign off and implementation of blended learning plan	Yes	Yes	Yes	Yes	Yes
	The “I” Factor	Number of Self led trainings across platforms outside training plan	No	No	No	Yes	Yes

Default KPIs & Applicable Grades-

Support

Perspective]	Objective	Measure	Applicable Grades				
			SLC	SM	MM	FM	OFF
Financial	Grow Revenue	Group Revenue	Yes	Yes	Yes	Yes	Yes
	Improve Profitability	Group Adjusted EBITDA	Yes	Yes	Yes	Yes	Yes
Customer	Improve Customer Satisfaction	TRI**M Score (Group)	Yes	Yes	Yes	Yes	Yes
	Improve Customer Satisfaction	TRI**M Score (Directorate)	Yes	Yes	Yes	Yes	Yes
Internal Process	Drive Organizational Maturity	Attain Target Maturity Level	Yes	Yes	Yes	Yes	No
Learning and Growth	Improve Employee Satisfaction	Employee Satisfaction Benchmark	Yes	Yes	Yes	No	No
	Promotion of Core Values	Drive requisite awareness and adherence/compliance to Interswitch Culture and expected behaviors	Yes	Yes	Yes	Yes	Yes
	Critical Talent Retention	% of critical talent retained, Succession Planning	Yes	Yes	Yes	No	No
	Upskilling through blended learning	HR's sign off and implementation of blended learning plan	Yes	Yes	Yes	No	No
	The “I” Factor	Number of Self led trainings across platforms outside training plan	No	No	No	Yes	Yes

Below & Above the line

The following areas have been defined as points for negative scores, rebasing, rescoring or rebasing in the event of non-compliance or meeting defined standards.



Audit Items

Based on open audit items provided by
The compliance, risk & audit teams



Professional conduct

Refers to sanctions and queries
received during the FY



Maternity

Employees on Maternity leave
during the FY will have an additional
score of 10%

Split BSC

Split BSC

The Split BSC is a scorecard for employees who have transitioned from one division or directorate to another within the FY. This scorecard allows employees set goals and be appraised based on their individual contributions to the separate divisions or directorates. The employees' appraisals on multiple scorecards within the FY will form one full year's BSC.



Eligibility

Employees who have transitioned from one division or directorate to another are eligible to use the Split BSC option.



Duration

Employees must spend a minimum of 3 months in each directorate to utilize the Split BSC option



KPI Alignment

Employees must agree on their KPIs with the respective line managers before uploading on HRIS. Each Split BSC should reflect the agreed goals of the respective division/ directorate.



Line Manager Selection

Employees are to select the appropriate line manager for the respective teams as it applies to each split BSC.



Weight Allocation

The system allocates weight to the Split BSCs based on the duration an employee has spent in each division or directorate. Employees are expected to select the appropriate duration for each Split BSC, which will determine the respective weight in your overall performance evaluation.



Weight Alignment

Ensure that the total weight of KPIs equal the maximum weight of each individual split BSC. For example, if the maximum weightage is 30.25, the total weightage of the KPIs set must also equal 30.25.

>>

HR Policies >

Hi, Oluwafemi.Aluko

Balance Score Cards

Click Set KPI

Set KPI

My Reviews

Direct Reports

Show 10 entries

Search:

Scorecard No	Employee Name	Financial Year	Date Created	BSc Type	No. Of Months	Document Status
KPIG003084	Oluwafemi Aluko	2024	2023-11-10	Full		Completed

Showing 1 to 1 of 1 entries

Previous


1

Next

Split BSC Guide

Interswitch - INTERNAL

[HR Policies >](#)

Hi, Oluwafemi.Aluko

Balance Score Cards

Set KPI

My Reviews

Direct Reports

Show 10 entries

Scorecard No	Employee Name
KPIG003084	Oluwafemi Aluko
KPIG004493	Oluwafemi Aluko

Showing 1 to 2 of 2 entries

Search:

No. Of Months	Document Status
	Completed
	Goal Setting

Previous

1

Next

?

Select BSC Type

Select Split

Split

Click Yes, Confirm!

Yes, Confirm!

Cancel

Thank YOU

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