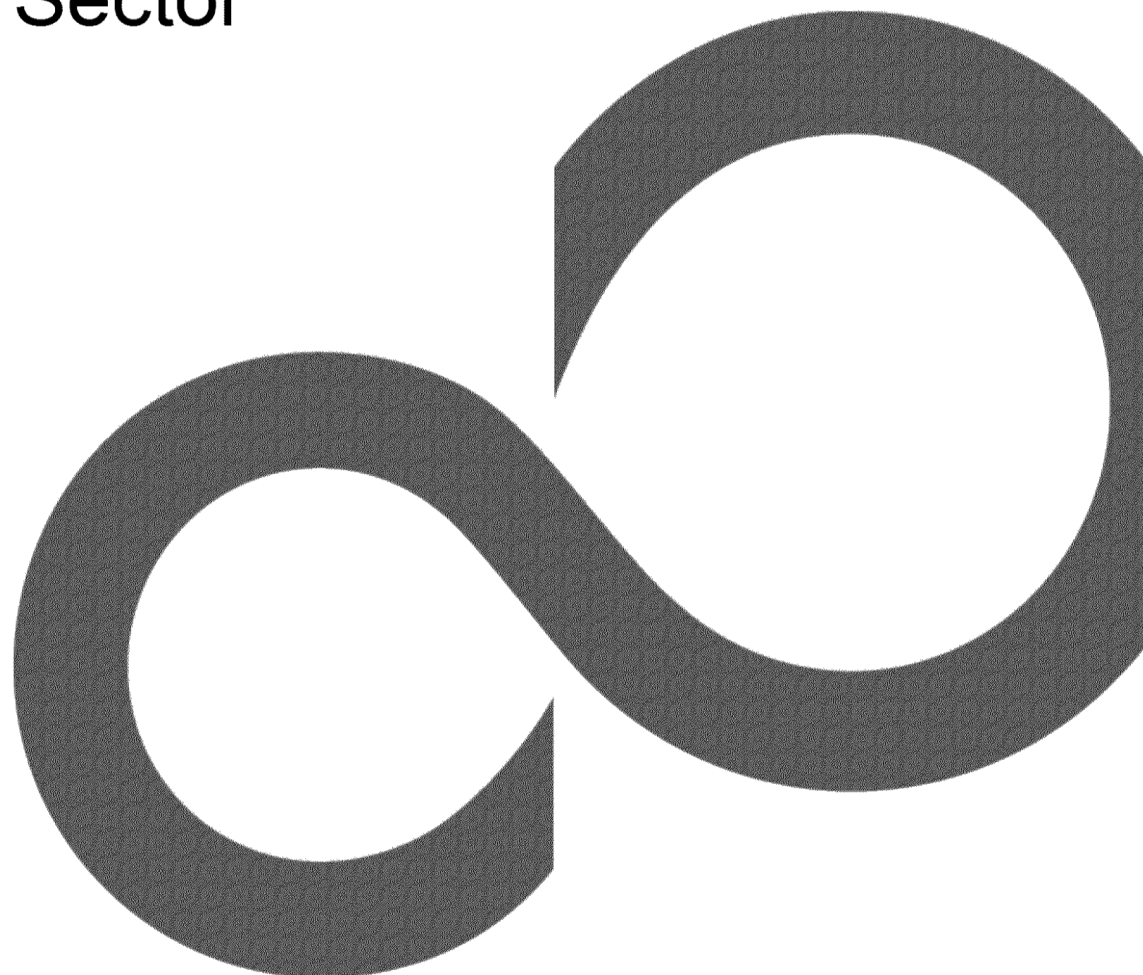
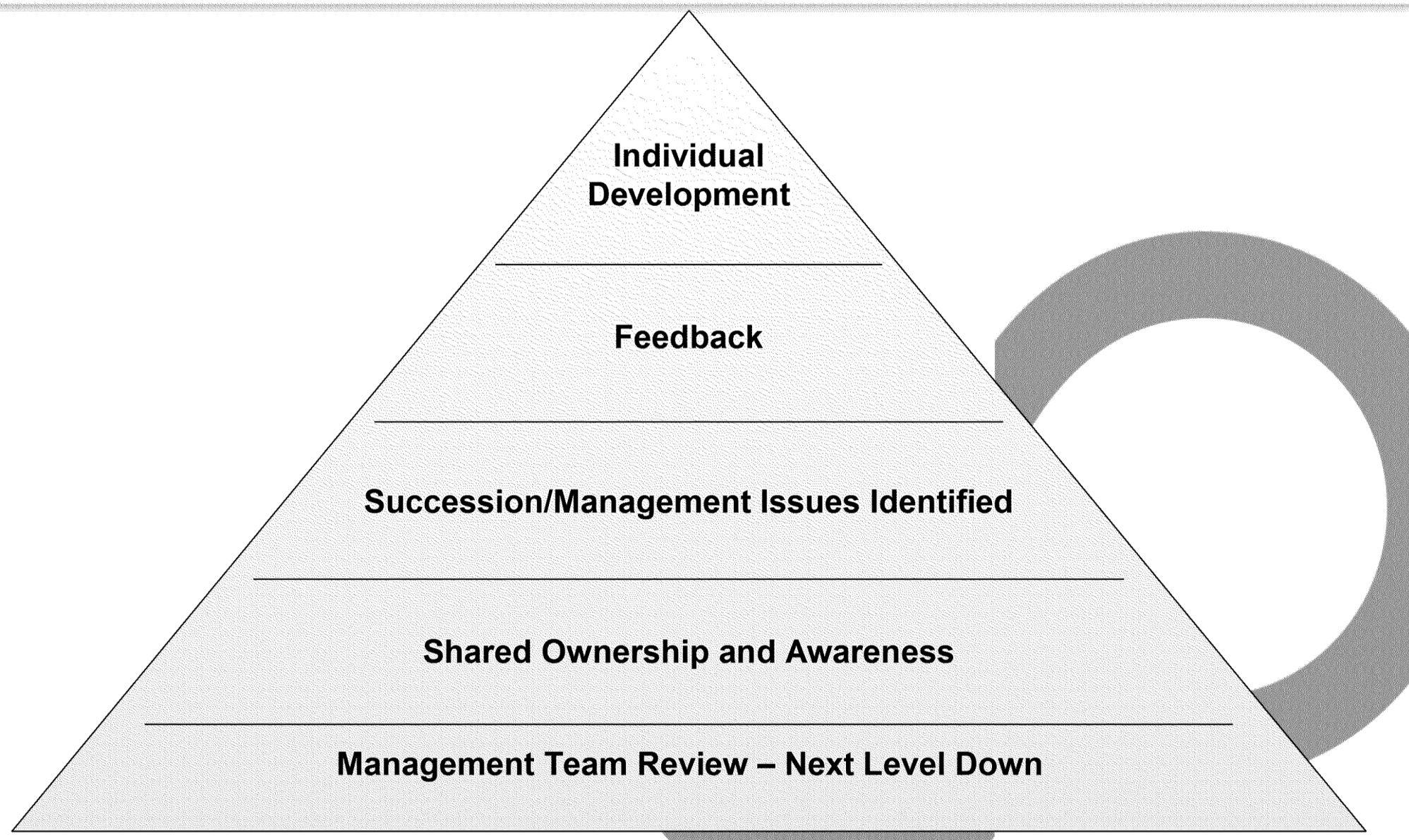


OMR – September 2005

Commercial & Public Sector
Call Centres,
Customer Services



Management Potential Review



Management Potential Review

Guidance Notes

- All permanent staff MUST appear on a Performance Potential Grid unless they are serving notice to leave Fujitsu
- Where you indicate on the Performance Potential Grid someone should be moved sideways or upwards please indicate a timeframe in months *(e.g. (12m))*
- A Performance Summary Record sheet should be completed for each Team Manager and any High Potential staff only *(Top middle, or any right hand box on the Performance Potential Grid)*
- The Performance Summary Record sheet should detail the career path that the individual has displayed potential to fulfill *(e.g. CST X – Career potential PSE or Service Controller X potential Team Manager)*



Management Potential Review Assessment Tool

ACTION STATUS

RED should stay in current role for at least 6 months

YELLOW could be moved from current role

GREEN should be moved within 6 months

N.B. above action coding can be applied for positive or negative reasons

Performance Potential Grid – All non mgt staff



Performance Against Requirements in

Current Job

Partially
Achieves
Objectives

Achieves
Objectives

Exceeds
Objectives

GRO

Stay in Current Role

Sideways move

Upward potential



MPR Summary

CUSTOMER SERVICES		MANAGEMENT POTENTIAL REVIEW		September 2005		
NAME		POTENTIAL PERFORMANCE LEVEL				
		1	2	3	4	5
David Dawe		GRO				
Business: Post Office Account		Current Role: Seconded PSE				
Strengths:		Areas for Development:				
		GRO				
General Comments: David is currently seconded into a PSE role		Reason for Performance:				
		GRO				
Languages		Mobility				
		GRO				
Actions						
		GRO				



MPR Summary

CUSTOMER SERVICES		MANAGEMENT POTENTIAL REVIEW		September 2005		
NAME		POTENTIAL PERFORMANCE LEVEL				
		1	2	3	4	5
Lisa Starr		GRO				
Business: Post Office Account		Current Role: CST				
Strengths:		Areas for Development:				
GRO						
General Comments:		Reason for Performance Level				
GRO						
Languages	GRO		Mobility	GRO		
Actions						
next 6-12 months.		GRO		Attend a PSE assessment day within the		



MPR Summary

CUSTOMER SERVICES		MANAGEMENT POTENTIAL REVIEW		September 2005		
NAME		POTENTIAL PERFORMANCE LEVEL				
		1	2	3	4	5
Mark Bishop		GRO				
Business: Post Office Account		Current Role: Service Technician				
Strengths:		Areas for Development:				
GRO						
General Comments:		Reason for Performance Level:				
GRO						
Languages	GRO		Mobility	GRO		
Actions						
To attend TAC		GRO				



MPR Summary

CUSTOMER SERVICES	MANAGEMENT POTENTIAL REVIEW	September 2005				
NAME		POTENTIAL PERFORMANCE LEVEL				
Mark Brown		1	2	3	4	5
		GRO				
Business: Post Office Account		Current Role: PSE				
Strengths:		Areas for Development:				
GRO						
General Comments:		Reason for Performance Level:				
GRO						
Languages	GRO		Mobility	GRO		
Actions To gain full understanding of the post office account and it's SLA, processes and procedures, to familiarise himself with his team and there strengths and weaknesses.						



MPR Summary

CUSTOMER SERVICES		MANAGEMENT POTENTIAL REVIEW		September 2005		
NAME		POTENTIAL PERFORMANCE LEVEL				
		1	2	3	4	5
Martin Hammond		GRO				
Business: Post Office Account		Current Role: PSE				
Strengths:		Areas for Development:				
GRO						
General Comments:		Reason for Performance Level:				
GRO Martin has participated in CST recruitment in the last 12 months.		GRO				
Languages	GRO	Mobility	GRO			
Actions To participate in PMA and gain exposure to management activities.						



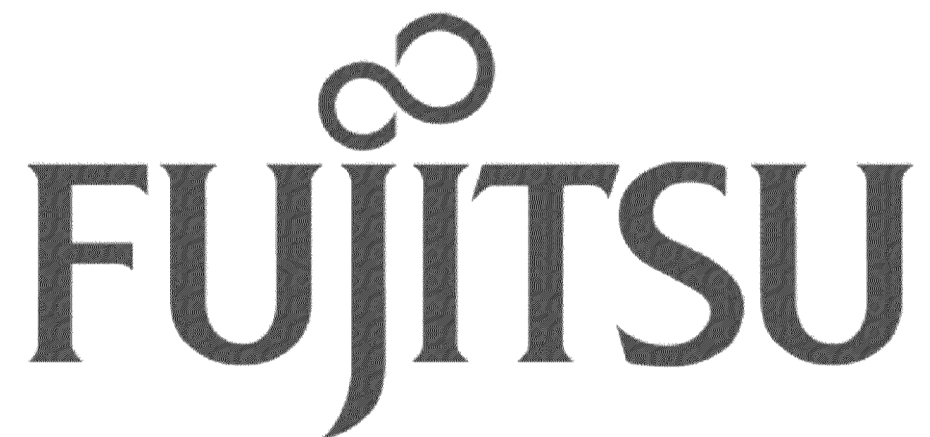
MPR Summary

CUSTOMER SERVICES	MANAGEMENT POTENTIAL REVIEW	September 2005				
NAME		POTENTIAL PERFORMANCE LEVEL				
Sarah Hill		1	2	3	4	5
		GRO				
Business: Post Office Account		Current Role: PSE				
Strengths:		Areas for Development				
GRO						
General Comments:		Reason for Performance Level				
GRO		GRO				
GRO Has now moved into PSE role						
GRO						
Languages	GRO	Mobility		GRO		
Actions Future attendance on PMA and greater exposure to TM roles & responsibilities						



Succession Plan

Business Unit: Core Services				Division: Customer Services - POA			
Completed By: Mick Lait				Date: Sept 2005			
Job Title	Current Holder		Acting Successor		Permanent Successor		Earliest Date Ready
	Forename	Surname	Forename	Surname	Forename	Surname	
Team Manager	Monica Angela Rebecca	Smith Hughes Wallbank	Martin Sarah Matt Kuli	Hammond Hill Saunders Bhachu	Martin Sarah Matt Mark	Hammond Hill Saunders Brown	GRO
PSE			Dave Lisa Darren	Dawe Starr Budge	Dave Lisa Darren Gubir Charlotte	Dawe Starr Budge Chohan Knight	



THE POSSIBILITIES ARE INFINITE