# Production supervisor

KRA (KeyResponsibilityArea/Key Results Area): “ Key Result Areas” or KRAs refer to general areas of outcomes or outputs for which the department’s role is responsible. A typical role targets three to five KRA. Value of KRAs: Identifying KRAs helps individuals: · Clarify their roles · Align their roles to the organisation’s business or strategic plan · Focus on results rather than activities · Communicate their role’s purposes to others · Setgoalsand objectives · Prioritize their activities, and therefore improve their time/work management · Make value-added decisions Description of KRAs:

Key result areas (KRAs) capture about 80% of the department’s work role. The remainder of the role is usually devoted to areas of shared responsibility (e. g. , helping team members, participating in activities for the good of the organisation). CORE KRAs of HR DEPARTMENT: -RECRUITMENT/ SELECTION -WORKFORCE PLANNING/ -DIVERSITY MANAGEMENT -PERFORMANCE MANAGEMENT -REWARD MANAGEMENT -WORKPLACE MANAGEMENT -INDUSTRIAL RELATIONS -SAFETY ANDHEALTHWORKPLACE -BUILDING CAPABILITIES AND ORGANIZATION LEARNING -EFFECTIVE HR MANAGEMENT SYSTEMS , SUPPORT AND MONITORING KEY PERFORMANCE AREAS:

These are the areas within the HR DEPARTMENT, where an individual or group, is logically responsible / accountable for the results. To manage each KRA/ KPAs, a set of KPI are set . KRA and hence KPI is attributed to the department which can have effect on the business results and is self measured where applicable. THE IMPORTANCE AND WEIGHTAGE OF THESE ELEMENTS KRAs/KPAs/KPIs ARE GUIDED BY THE *VISION STATEMENT *MISSION STATEMENT *CORPORATE OBJECTIVES *CORPORATE STRATEGY

*CORPORATE BUSINESS UNITS/ DEPARTMENTAL PLANS/STRATEGY. FOR THE BUDGET PERIOD, THIS IS USUALLY 12 MONTHS.

What Are Key Performance Indicators (KPI): Key Performance Indicators are quantifiable measurements, agreed to beforehand, that reflect the critical success factors of an organization. They will differ depending on the organization. A business may have as one of its Key Performance Indicators the percentage of its income that comes from return customers. A school may focus its Key Performance Indicators ongraduationrates of its students. A Customer Service Department may have as one of its Key Performance Indicators, in line with overall company KPIs, percentage of customer calls answered in the first minute.

A Key Performance Indicator for a social service organization might be number of clients assisted during the year. Whatever Key Performance Indicators are selected, they must reflect the organization's goals, they must be key to its success, and they must be quantifiable (measurable). Key Performance Indicators usually are long-term considerations. The definition of what they are and how they are measured do not change often. The goals for a particular Key Performance Indicator may change as the organization's goals change, or as it gets closer to achieving a goal.

Key Performance Indicators Reflect The Organizational Goals: An organization that has as one of its goals " to be the most profitable company in our industry" will have Key Performance Indicators that measure profit and related fiscal measures. " Pre-tax Profit" and " Shareholder Equity" will be among them. However, " Percent of Profit Contributed to Community Causes" probably will not be one of its Key Performance Indicators. On the other hand, a school is not concerned with making a profit, so its Key Performance Indicators will be different.

KPIs like " Graduation Rate" and " Success in Finding Employment after Graduation", though different, accurately reflect the schools mission and goals. Key Performance Indicators Must Be Quantifiable: If a Key Performance Indicator is going to be of any value, there must be a way to accurately define and measure it. " Generate More Repeat Customers" is useless as a KPI without some way to distinguish between new and repeat customers. " Be The Most Popular Company" won't work as a KPI because there is no way to measure the company's popularity or compare it to others.

It is also important to define the Key Performance Indicators and stay with the same definition from year to year. For a KPI of " Increase Sales", you need to address considerations like whether to measure by units sold or by dollar value of sales. Will returns be deducted from sales in the month of the sale or the month of the return? Will sales be recorded for the KPI at list price or at the actual sales price? You also need to set targets for each Key Performance Indicator. A company goal to be the employer of choice might include a KPI of " Turnover Rate". After he Key Performance Indicator has been defined as " the number of voluntary resignations and terminations for performance, divided by the total number of employees at the beginning of the period" and a way to measure it has been set up by collecting the information in an HRIS, the target has to be established. " Reduce turnover by five percent per year" is a clear target that everyone will understand and be able to take specific action to accomplish. Key Performance Indicators

Must be Key To Organizational Success: Many things are measurable. That does not make them key to the organization's success.

In selecting Key Performance Indicators, it is critical to limit them to those factors that are essential to the organization reaching its goals. It is also important to keep the number of Key Performance Indicators small just to keep everyone's attention focused on achieving the same KPIs. That is not to say, for instance, that a company will have only three or four total KPIs in total. Rather there will be three or four Key Performance Indicators for the company and all the units within it will have three, four, or five KPIs that support the overall company goals and can be " rolled up" into them.

If a company Key Performance Indicator is " Increased Customer Satisfaction", that KPI will be focused differently in different departments. The Manufacturing Department may have a KPI of " Number of Units Rejected by Quality Inspection", while the Sales Department has a KPI of " Minutes a Customer Is on Hold before a Sales Rep Answers". Success by the Sales and Manufacturing Departments in meeting their respective departmental Key Performance Indicators will help the company meet its overall KPI.