

KEY RESULT AREA / OUTPUTS	PERFORMANCE INDICATORS (Q, Q, T)
Answer telephone calls and relay messages	<p>Quality</p> <p>5 – accurately (with complete information) relay message within 1 hr.</p> <p>4 – accurately (with complete information) relay message within 2 hrs.</p> <p>3 – accurately (with complete information) relay message within 3 hrs.</p> <p>2 – accurately (with complete information) relay message within 4 hrs.</p> <p>1 – relay message within 5 hrs.</p>
Secretariat works/ services	<p>Quality</p> <p>5 – 100% action items acted upon</p> <p>4 – 75% action items acted upon</p> <p>3 – 50% action items acted upon</p> <p>2 – 25% action items acted upon</p> <p>1 – No action taken</p>
<p>Guidelines/Policy Paper/Projects/Activity proposal</p> <p>Communication letter/ memorandum</p> <p>Training Modules/ Reference Kit</p> <p>Presentation materials, powerpoint, audio, video materials</p> <p>Terms of Reference</p> <p>MOA</p> <p>Documentation Report/ Feedback Report</p> <p>Preparation of speeches, messages, news articles</p>	<p>Quality</p> <p>Completeness of forms and substance (clear, comprehensive and concise – using the general standard of the office)</p> <p>5 – 100% completeness</p> <p>4 – 75% completeness</p> <p>3 – 50% completeness</p> <p>2 – 25% completeness</p> <p>1 – Not acceptable</p>
Act as OIC	<p>Quality</p> <p>5 – 96% - 100% agenda/documents acted upon during the duration of being an OIC</p> <p>4 – 75% - 95% agenda/documents acted upon during the duration of being an OIC</p> <p>3 – 50% - 74% agenda/documents acted upon during the duration of being an OIC</p> <p>2 – 1% - 49% agenda/documents acted upon during the duration of being an OIC</p>