



# Performance Appraisal - ASIAPAC/EMEA

## PERSONAL INFORMATION

<b>Employee name:</b> Francisco,Lanie Bongao	<b>Peoplesoft ID:</b> 00195069
<b>Location:</b> Singapore, null	<b>Position Title:</b> Trainer II
<b>Manager Name:</b> Wadsworth,Bradley Rhea	<b>Date Entered Position:</b> 2003-Nov-03
	<b>Review Period:</b> Performance Year 2004

**GENERAL INSTRUCTIONS:**This form should be reviewed in a scheduled employee and manager performance review meeting. It is also helpful to have informal "check-points" throughout the year. After completing the performance evaluation form, record the employee's overall performance rating by checking the appropriate box in section III, Overall Performance Rating.

Rating	Used when
<b>SIGNIFICANTLY EXCEEDS PERFORMANCE REQUIREMENTS AND EXPECTATIONS</b>	Employee regularly exceeded expectations for the position demonstrating extraordinary performance in major aspects of the position going beyond the scope of the position, including achievement of objectives and/or responsibilities and mastery of critical skills.
<b>EXCEEDS PERFORMANCE REQUIREMENTS AND EXPECTATIONS</b>	Employee exceeded performance standards for his/her position overall. Employee exceeded performance even in the most difficult and complex parts of the position, including taking on responsibility for extra or unique tasks. Performed duties and responsibilities with very little need for direction. Decisions and recommendations were always sound and often in unstructured, non-routine areas of position responsibilities. Employee was often innovative; initiated, planned for, and accomplished worthwhile objectives, whether self-initiated or established by others.
<b>MEETS PERFORMANCE REQUIREMENTS AND EXPECTATIONS</b>	Employee thoroughly met the performance standards for the position. No improvement or very little is needed in order to be considered fully successful in all aspects of the position. Employee's performance was fully competent and reliable, maintained with only general directions and a minimum of supervision. Decisions and recommendations were always sound in the routine areas of position responsibilities and were generally sound in the less structured, non-routine areas of position responsibilities. Employee demonstrated initiative and accomplished established objectives.  Employee is new to the position. While employee has not assumed total responsibility for the position, has met reasonable expectations given length of time in position.
<b>IMPROVED PERFORMANCE REQUIRED</b>	Employee did not always complete or consistently meet one or more of the performance standards for the position. Employee did not always complete assignments on time or comprehensively, therefore, employee did not thoroughly meet required standards of performance. A greater-than-expected level of supervision was required for position objectives to be met. Improvement is required in the areas where deficiencies are noted.  Employee is new to the position. While employee has not assumed total responsibility for the position, performance is below reasonable expectations given length of time in position.
<b>UNSATISFACTORY PERFORMANCE</b>	Employee did not meet the performance standards for the position. Position objectives were not met. Performance was unreliable and assignments were submitted late, incomplete, or not at all. Decisions and recommendations were not sound. Employee required excessive direction and/or close supervision in order to complete assignments. Performance at this level requires counseling with the employee. There is a need for employee to demonstrate immediate improvement in performance in the areas where deficiencies were noted.

## **SECTION I -- RESPONSIBILITIES AND OBJECTIVES FOR CURRENT YEAR (KEY RESULTS AREAS)**

List the employee's position responsibilities and objectives, and check the appropriate performance rating. To ensure that both employee and manager know when achievement has occurred, document responsibilities and objectives that are Specific, Measurable, Agreed Upon, Realistic, and Time-Bound. Focus on the four to six most important responsibilities and objectives for the time period. Enter specific supporting comments in the space provided.

### **RESPONSIBILITIES AND OBJECTIVES**

### **RATING**

- |   |         |
|---|---------|
| 1. Develop and deliver customer-focused training for the Customer Service organization within Asia Pacific defined time frames throughout 2004. | Exceeds |
|---|---------|

Measured by:

- Completing course development at least 48 hours prior to course delivery.
- Completing course delivery for Singapore Customer Service as needed.
- Meeting all committed timelines.

**Comments:** Lanie had a very strong 1H 2004 as she began her teaching career with the training department. For the 1H 2004, Lanie completed 1148 Student Hours. Lanie had an average of 191 student hours per month.

Lanie was able to certify on the Training Team's Technology Overview and Product Induction course. This is an intensive 5-day program that is offered by the Training Team and now Lanie is able to deliver this on her own. A very nice achievement to pick this class up in a relatively short timeframe.

Additional courses that Lanie conducted for Customer Service include:

- \* CS Process Training
- \* On-Site Technical Support Product Overview/Process
- \* Technology & Product Induction x 3

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|---|-----------------------|
| 2. Redesign and launch a new website for the Training Team. To be completed by 1H 2004. | Significantly Exceeds |
|---|-----------------------|

**Comments:** Lanie was very instrumental in redesigning and relaunching the Training Department's website. As the coding for the original website was lost, Lanie took charge and was able to work with Asianet to get server access and authorization to manage the Training department's own website.

Lanie quickly reorganized the website, and produced a very professional and functional site for the Training Department. She continues to manage the website and process updates to the site.

**3. Deliver Product and Sales training as needed for Sales organization. Exceeds**

**Comments:** Lanie has worked closely with Sales Management in South Asia to develop and deliver product training.

She worked closely with Product Management to develop materials for the On-Site Technical Support Training and conducted this course to both Customer Service and Sales.

In response to the Dec. 2003 Sales Survey, Lanie worked with Product Management to develop and deliver Voice training for South Asia. In addition, Lanie developed the department's first set of materials dedicated to Wholesale voice and has become the Training Team's expert on MCI voice products and services.

Developed and delivered CARS Product Training for Singapore Sales Team.

Developed and delivered CARS Administration Training for Major Customer.

Lanie has also been delivering MCI Product Overview training to the Finance organization and continues to schedule classes with various departments within the Finance organization.

**4. As part of her professional development, Lanie will attend Information Mapping training by the end of 1H 2004. Meets**

**Comments:** Lanie attended the Information Mapping course during the 1H of 2004.

She has quickly picked up the methodology and has begun developing materials using the Information Mapping format.

**5. Goal: Achieve consistent monthly student hours (200 hrs/month. Significantly Exceeds**

**Objectives:**

- o Allocate at least 3 training hours for Finance Organization each month
- o Complete Regional Wholesale Voice Training for Sales by October 2004
- o Allocate at least 3 training hours for Customer Service Organization each month
- o Complete course materials for VoIP by August 2004 (to work with Warren)
- o Deliver VoIP technical Training by September 2004 (to work with Warren)

**Comments:** For 2H of 2004:

Lanie completed 121 student hours for Customer Services, to answer their demand for Technology and Product Induction Training, as well as, other miscellaneous Product Training. She also delivered

108 student hours for the MCI Asia Pacific Finance Team and 56 Training Hrs for the MCI Sales Team and Sales Support Teams (including Operations).

Lanie completed a Certificate Course on Nortel PT-IP OAM&P Architecture last October 2004. She has assisted Warren in completing the MCI VoIP Network Architecture Overview Course Materials.

Overall, Lanie delivered 3064 student hours in 2004. She ranked number two in the Training department. This is an excellent accomplishment for Lanie's first year of training! This is a monthly average of 256 students hours for per month for 2004.

6. Goal: Complete second phase of Training Portal Project by October 2004 and improve internal customer satisfaction by reducing end-user complaints about broken links by as much as 90%. Meets

Objectives:

- o Edit pages that contain broken links (Tell me more)
- o Remove Restricted pages
- o Add Trainers' Pictures (about us)
- o Improve the Training News Page to include Special News only

**Comments:** For 2H of 2004:

Lanie removed all broken links as well as restricted pages as early as 2nd week of October. The Training Team has not received any end-user complaints since the changes/improvements has been made.

7. Goal: Improve the Training Team's Internal working procedures Meets

Objectives:

- o Facilitate weekly-30 minute meetings for Training Portal updates (every Thursdays)
- o Completion of web updates submitted by the team every Tuesdays (deadline for submission of Whats News articles)
- o Support other Trainers in the completion of Product Courseware to the Training Portal

**Comments:** For 2H of 2004:

Lanie has been proactive in facilitating regular meetings regarding the Training Portal updates and sending progress reports to team members. She had engaged other team members to participate in the team meetings through sharing inspiring success stories.

8. Goal : To improve presentation skills. Exceeds

Objectives:

- o Be a Certified Toastmasters in 6 months (complete 10 speech projects).

**Comments:** For 2H of 2004:

Lanie has been an active member of a Toastmaster's club for 6 months and has completed 5 speeches, winning 4 Best Speaker Awards, respectively, despite her frequent travel to Hong Kong, in October.

## **SECTION II -- PERSONAL QUALITIES**

For each of the following factors, check the box with the appropriate rating. You may make comments in the space provided as necessary to ensure the employee's understanding.

### **1. Ethics/Corporate Governance**

Has completed all required ethics/corporate governance training.

**Performance Rating:** Meets

Demonstrates a working knowledge of MCI's Code of Ethics and Business Conduct and performs duties in a manner consistent with the Code

**Performance Rating:** Meets

Endorses and promotes MCI's Guiding Principles

**Performance Rating:** Meets

Understands role in maintaining the Company's internal control procedures and fulfills responsibilities in this regard

**Performance Rating:** Meets

**Comments:** Lanie has attended all ethics training and is aware of MCI's Code of Ethics and Business Conduct and performs her duties consistent with the Code.

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### **2. Customer - Passion for Customers**

Passion for customers involves identifying and understanding customer needs and having a commitment to continuously improve quality to meet customer needs. "Customers" include external customers as well as internal customers within the business. "External customers" refers to both our customer organizations and the individuals representing them. The term "Internal customer" refers to colleagues we work with and for.

**Performance Rating:** Exceeds

**Comments:** Lanie has developed a close working relationship with her "internal" customers in 2004. She held regular meetings with the Customer Service management team to understand their training requirements and delivered training to support their needs.

Lanie went "the extra mile" in December by delivering a series of courses on an adhoc basis from the MCI Philippines office to cater for the need of the VoIP Operations Team in Korea and Australia.

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### 3. Customer - Measuring and Improving

Adopting a customer-centric approach to measurement is essential. This means using measures that ultimately impact on the qualities of services to the customers. Such measurement and subsequent analysis should contribute to the identification of possible improvements. These are essentially improvements in a current process, rather than a completely new solution.

**Performance Rating:** Meets

**Comments:** In 2004, Lanie measured the quality of delivered course in terms of the students' confidence in presenting the concepts learned in class. Lanie worked to ensure that her students understood the class concepts and incorporated additional exercises in her classes so that participants could demonstrate their learning.

Lanie also monitored the students' progress (in Sales and Customer Service) outside of the classroom environment.

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### 4. Business Results - Delivering Results

Delivering results means having a dynamic and aggressive attitude to performance. It involves organizing work effectively; appropriate prioritization of tasks; setting targets; use of available people and materials; and monitoring progress. Delivering results is about achieving tasks to agreed specification within agreed budgets for time, people, finance and other resources.

**Performance Rating:** Significantly Exceeds

**Comments:** Lanie was able to deliver 3064 student hours in 2004! This was Lanie's first full year of delivery in the training department and ranked 2nd overall in the department in student hours...an excellent accomplishment!

Lanie also:

-Encouraged Customer Service Reps to act as catalyst for changes in the Fault Management Process

-Supported CS Management by providing quality Induction Training, striving to install values while providing sound technical knowledge and skills

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**5. Business Results - Creating New Solutions**

Involves making a realistic assessment of a business challenge, defining an appropriate approach and driving its implementation in such a way so as to improve business results.

**Performance Rating:** Exceeds

**Comments:** Lanie assisted Warren in developing the Regional Training Plan for VoIP by providing him a good assessment of where we are, what we are trying to achieve and how we can measure our progress and achievements. Network Engineering was very pleased with the current training plan.

Lanie spent many hours learning the new VoIP equipment and spent more hours developing new training materials to support the VoIP technology curriculum.

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**6. People - Involving Others**

To "involve others" means involving own team members, members of other teams and departments, individual stakeholders, internal and external customers, and suppliers. It means involving those who will either be affected by particular actions and/or who can contribute to results.

**Performance Rating:** Exceeds

**Comments:** Lanie is a team player and worked with the Training Team to constantly update the Training Calendar and publish its contents on time (at least 2 weeks before the scheduled class).

Lanie also communicated with the Senior Voice Operations Team on a regular basis during the needs assessment and course development of the VoIP Technical Courses.

## 7. People - Personal Drive and Balance

"Personal Drive" is about being highly motivated and self-directed, being focused on output and effectiveness, rather than on input and show. Balance is about recognizing the need to be both self-reliant and interdependent with others. It is about being balanced between developing a career, helping the team meet their own needs, and meeting company goals.

**Performance Rating:** Exceeds

**Comments:** Lanie is a very positive individual and has influenced and encouraged the Training Team to come up with Inspirational Quotes during team meetings. This is also reflected when she is delivering courses.

Lanie uses her training skills to influence her audience to continuously develop their own skills and capabilities and to work in congruent to company's directions.

She also promoted her own slogan " Technology can be copied, capital can be bought, business process may change. But, The Way we Work Together is our most competitive advantage. It can never be sold, copied, bought or transferred."

She demonstrates her deep commitment to her role as a Trainer by "cultivating the culture of working together."

### ***SECTION III -- OVERALL PERFORMANCE RATING***

Indicate the employee's overall performance rating by consolidating results from section II. The overall rating is not simply an average of all ratings. Since the importance of each performance factor and position responsibilities and objectives can differ by position, be sure to consider the weighting of each item accordingly when determining the overall rating.

### **Exceeds Performance Requirements and Expectations**

#### **Manager Comments:**

Lanie has had a very successful first year in the Training department for 2004. Lanie joined the training team in 4Q 2003 and began regularly conducting classes early in January 2004.

Lanie has gained confidence in her platform skills over the past year. She also learned and mastered delivery by using netconference when she taught the MCI Product Overview to the Finance organization.

She has also received favorable comments from the sales management team in Singapore on her improvement throughout 2004.

Lanie is well-liked on the training team, maintains a positive attitude and continues to be motivational to the Training Team and also her students.

Lanie eagerly seeks out self-development opportunities. This is evidenced by her work in the Toast Masters club in Singapore and the number of awards for speaking she has received in 2004.

Towards the end of 2004, Lanie spent a significant amount of hours learning and developing training materials for the VoIP technology curriculum. She has been able to establish her credibility within the Engineering and Operations group as a subject matter expert.

Overall, a very solid year for Lanie in 2004.

**Next Level Manager Comments:**

**Employee Comments:**

**SIGNATURES**

**Employee Signature\***

**Date**

**Manager Signature**

**Date**

Brad Wadsworth

14-Jan-2005

**Next Level Manager Signature**

**Date**

Darren Day

16-Jan-2005

**\*The employee's signature does not indicate complete agreement with this evaluation, but acknowledges that the performance discussion has occurred.**