

A&A Computers Employee goals, January 2008

Employee	#	Goals	When
Director	1	Stock and introduce to the market: telephone systems	May
	2	Stock and introduce to the market: photocopier	May
	3	Finish the payroll software, and market it.	Feb
	4	Push 2008 sales to those of 2007 + 30%	Dec
	5	Obtain a set of monthly financial management reports	Apr
	6	Obtain an investor's' financial report / business plan	Apr

HRM / CRM	1	Visit at least one client a week - in Arusha	
	2	Visit at least 2 clients a month - in Moshi	
	3	Interview / receive at least 3 clients a week	
	4	Facilitate one training session each week	
	5	Develop at least one training session each quarter	
	6	Coordinate performance interviews yearly for each employee	
	7	Compile annual report client survey	Nov
	8	Make a report on outstanding RMAs and report to MD each quarter	Mar, etc
	9	Add at least 5 clients on CRM database each week	

Operations	1	Discuss monthly with Director and HRM: staff training needs, improvement of attitude	
	2	Discuss monthly with Director and HRM: need to improve procedures and systems	
	3	Increase sales in Moshi and Arusha shops by 30% USD	Dec
	4	Have BL, EE repair kits organized and issued	Jan
	5	Discuss repair technical issues each morning with technical team	On progress
	6	Become more competent in repairs	
	7	Check all toolkits at the end of each quarter	
	8	Training to Moshi once a month	done

make it measurable!

Accountant	1	Have Statutory payment advise ready each month by the 3rd day	
	2	Have VAT payment advise ready each month by the 21st day	
	3	Have yearly accounts ready for the auditor each year by February 15th	
	4	Present trial balance and cash flow reports each month by the 10th day	
	5	Keep Arusha client debits >30 days below TZS 15 Million	
	6	Prepare suppliers payment advises within 7 days of receiving them	
	7	Monthly check Moshi accounts for quality and debtors	

Administrator	1	Manage better call out jobs: avoid delays, accurate invoicing	
	2	See that the repair database has better accuracy and completeness	
	3	Make 3 sales daily from the display in the Tech department	
	4	Encourage technicians to make some sales when on site jobs and advise clients	
	5	Maximum one mistake monthly on sales administration	

updating it
ES to assist