

TASK DETAILS	
Title	MONITORING AND EVALUATING DEPARTMENTAL PERFORMANCE
Type	TEAM
Activity Stage	BUSINESS PROCESS
Department	CEO & COO
Duration	RECURRING
LEARNING OBJECTIVE	
OUTPUT	
Department Performance Evaluation	

INTRODUCTION

Establishing Key Performance Indicators (KPIs) is only the first step. To ensure the success of an organization, it is essential to carry out regular monitoring and performance evaluations. Monitoring helps assess whether activities are proceeding as planned, while evaluation provides insights into what is working and what needs improvement. As leaders of a virtual company, the CEO and COO are responsible for reviewing the performance of all departments to ensure alignment with the company's vision, mission, and goals. This process also fosters a culture of reflection and continuous improvement.

No	ACTIVITY															
1	<p>Creating a Regular Evaluation Schedule</p> <p>The COO develops a regular evaluation schedule (e.g., weekly, bi-weekly, or monthly). Once finalized, the schedule is shared with all VPs so they can prepare departmental performance reports on a routine basis.</p> <p>During implementation, the CEO and COO divide roles as follows:</p> <ul style="list-style-type: none">• COO: Manages and compiles performance data• CEO: Leads the evaluation meeting and makes strategic decisions if necessary															
2	<p>Performance Monitoring via Department Reports</p> <p>Before the evaluation meeting begins, the CEO & COO request each VP to complete the KPI Monitoring Report using a provided template.</p> <table><tr><th>KPI Departemen</th><th>Target</th><th>Hasil Sementara</th><th>Status (Tercapai/Belum)</th><th>Catatan</th></tr><tr><td>Jumlah kampanye media sosial</td><td>3</td><td>2</td><td>Belum</td><td>Satu kampanye tertunda karena revisi desain</td></tr><tr><td>Tingkat kehadiran karyawan</td><td>90%</td><td>95%</td><td>Tercapai</td><td>-</td></tr></table>	KPI Departemen	Target	Hasil Sementara	Status (Tercapai/Belum)	Catatan	Jumlah kampanye media sosial	3	2	Belum	Satu kampanye tertunda karena revisi desain	Tingkat kehadiran karyawan	90%	95%	Tercapai	-
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3	<p>Performance Evaluation Meeting</p> <p>The CEO leads the evaluation meeting, attended by all VPs. The COO presents a summary of KPI reports from each department. Each VP presents their department’s progress, challenges faced, and attempted solutions based on the previously submitted documents.</p> <p>Meeting Structure:</p> <ul style="list-style-type: none">• Opening by the CEO															

	<ul style="list-style-type: none"> • COO's presentation of summarized reports • Departmental presentations (5–7 minutes per department) • Discussion and feedback from CEO/COO • Closing and follow-up recommendations
4	<p>Providing Feedback and Improvement Plans</p> <p>The CEO/COO provide data-driven feedback immediately after each department head's presentation—avoiding opinions without basis. Based on the results, the COO documents corrective actions and assigns responsible parties.</p> <p>Create a Follow-up Action Plan Sheet listing items to be addressed before the next evaluation.</p>

REFERENSI

Article: *"How to Conduct an Effective Performance Review"* – Harvard Business Review

Video: *"Performance Evaluation Tips"* – TED-Ed

TASK TEMPLATE