

Master List/Matrix/Table

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22 November 2021

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22 November 2021

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Document No. : MT-HR-01
Revision No. : 2
Effective Date : 22 November 2021

Processes	Quality Objectives	Key Performance Indicators	Targets
1. Recruitment and Selection	To recruit permanent staff within 12 months after job vacancy has been advertised.	New staff report for duty	12 months
2. Training	The percentage of staff completed training hours based on grade.	Percentage of staff achieves hours of training according to various categories at least one generic or one specific training:	80%
		Management group (Grade 41 and above) - 42 hours	
		Implementer Group (Grade 27 - 40) - 36 hours	75%
		Implementer group (Grade 1 - 26) - 24 hours	70%

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