# WORK FLOW MANAGEMENT WITH PERFORMANCE APPRAISAL

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**ABSTRACT**

*Mainly there are three types of services:1.B to B(business to business). 2.P to P(person to person).3.B to P(business to person). This paper mainly concentrates on business to business type of service. This paper will help large companies to manage their work flow. This paper enables the client to easily interact with business providers as well as the business service provider can have detail information about the progress of the work being assigned to the members office team. The main objective of the paper is to have work related communication among the working team and the client. The paper also evaluates the performance of the team member. The performance is evaluated and the member is provided with the appraisal or promotion in his work. The paper takes into account the deadlines provided by the client and provides the service.*

*Keywords: PACT, Performance Appraisal, PFMEA, Workflow Management.*

## I INTRODUCTION

Workflow management in recent years, has attracted the attention of many researchers and users. For the users, it has finally made many commercial tools and functionalities for which there has been an important demand. Concepts such as computer supported cooperative work, paperless office, form processing, cooperative systems, and office automation, have been delayed decades, in some cases, for the technology and know-how required to implement real systems.

Workflow management systems (WFMS) are used to coordinate and streamline business processes. A WFMS is thus the set of tools used to design and define workflow processes, the environment in which these processes are executed, and the set of interfaces to the users and applications involved in the workflow process. In a few years several hundred products have been launched into the market related to workflow concept. And all analysts agree that in the near future this market will enjoy a substantial growth rate.

In day to day life managing human resources is becoming more and more complex. Employee maintenance and job security have become increasing trends which are led due to recognition of people as a valuable resource . For evaluating the employee's contribution to the organization performance appraisal is necessary. Most of performance appraisal criteria are based on both quantitative and qualitative elements.

To get an insight and understanding of the employee's contribution to the organization the employee performance assessment is originated. The main objectives of performance assessment are to reward an employee who achieves the goals of the organization and also to determine which goals are not fulfilled, and to make sure they are achieved in future.

The things that are focused in this paper are the methods to manage the workflow as well as how the overall rating of an employee can be done by setting some objectives and then providing the appraisal.

## 1.1. Work Flow Management

Workflow management systems take care of managing defining and executing workflows are being increasingly utilized for a large range of applications. The workflow applications offers several advantages, such as :

• Ability to build dynamic applications which introduce distributed resources.

• Inter-organization collaborations are promoted.

• Increases throughput and reduces execution costs.

• Integration of multiple teams involved in management of different parts of the experiment workflow.
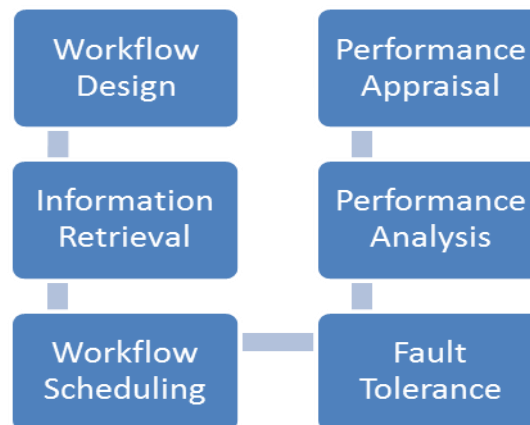


**Fig1. Taxonomy of Workflow.**

## 1.2. Performance Appraisal

The type of performance appraisal system used mainly depends on its purpose. If the major emphasis is on selecting people for promotion, training, and merit pay increases, a traditional method, such as rating scales, may be appropriate. Collaborative methods, including input from the employees themselves, may prove to be more suitable for developing employees.
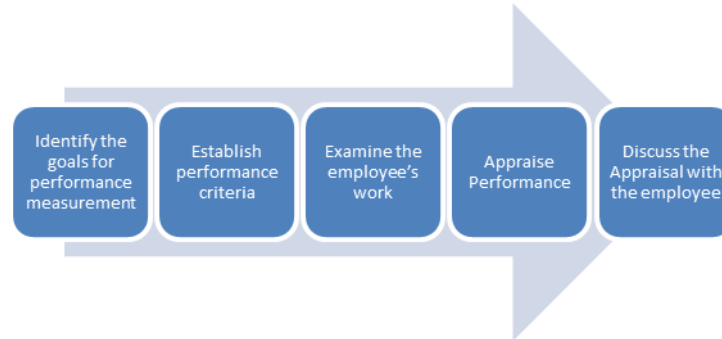
**Fig.2. Performance Appraisal Process**

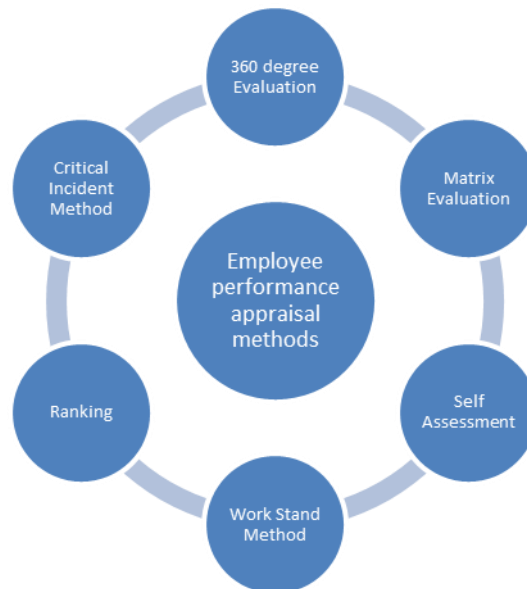**Methods for Performance appraisal :**



**Fig.3. Methods for Performance appraisal**

### 1.2.1. Critical Incident Method

The critical incident method is a performance appraisal method. This method requires written records of highly favorable and unfavorable employee work actions.

When such an action, affects the department's effectiveness significantly, the manager writes it. At the end of the appraisal period, the rater uses the written records along with the data to evaluate employee performance.

### 1.2.2. Work Standard Methods

The work standards method is a performance appraisal method that compares each employee's performance to a predetermined standard or expected level of output.

Standards reflect the normal output of an average worker operating at a normal pace. Firms may apply work standards to virtually all types of jobs, but production jobs generally receive the most attention. An obvious advantage of using standards as appraisal criteria is objectivity.

However, in order for employees to perceive that the standards are objective, they should understand clearly how the standards were set. Management must also explain the rationale for any changes to the standards.

### 1.2.3. Ranking Method

The ranking method is a performance appraisal method in which the rater ranks all employees from a group in order of overall performance.

For example, the best employee in the group is ranked highest, and the poorest is ranked lowest. You follow this procedure until you rank all employees. A difficulty occurs when all individuals have performed at comparable levels (as perceived by the evaluator).

*Paired comparison* is a variation of the ranking method in which the performance of each employee is compared with that of every other employee in the group. A single criterion, such as overall performance, is often the basis for this comparison. The employee who receives the greatest number of favorable comparisons receives the highest ranking.

## II CONCLUSION

We conclude that the existing systems are inflexible, lack any standardization across products and do not handle failures in large distributed systems. Hence the proposed system is flexible, predictive and can handle failures.

## III ACKNOWLEDGMENT

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