

MINISTRY OF EDUCATION AND TRAINING	SOCIALIST REPUBLIC OF VIETNAM
THE SAIGON INTERNATIONAL UNIVERSITY	Independence – Freedom - Happiness

*Hochiminh city, 2019*

**DECISION**  
**Promulgating the KPIs Evaluation Procedure**  
**of The Saigon International University**

**CHANCELLOR**  
**OF THE SAIGON INTERNATIONAL UNIVERSITY**

*Pursuant to the University Charter according to the Prime Minister's Decision No. 70/2014/QĐ-TTg dated December 10, 2014;*

*Pursuant to Decision No. 1273/QĐ-TTg dated September 24, 2007 of the Prime Minister on the establishment of the Saigon International University;*

*Pursuant to the Statute on organization and operation of the Saigon International University,*

*At the request of the Office of Testing & Quality Assurance,*

**DECIDES:**

**Article 1.** To promulgate with this Decision the KPIs evaluation process of the Saigon International University.

**Article 2.** This Decision takes effect from the date of signing. The School Board, leaders of units under the management of the Saigon International University are responsible for implementing this Decision.

***Recipients:***

*- As in Article 2;*

*- Archive: VT.*

**CHANCELLOR**

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## PROCEDURE ON KPIS EVALUATION OF THE SAIGON INTERNATIONAL UNIVERSITY

### 1. INTERPRETATION OF TERM

KPIs are a set of indicators designed in the action plan for the period 2017-2025, reflecting how the main activities at the Saigon International University are operating and how effective the operation is, whether it is meeting the Educational Philosophy, Mission of the University and the strategic plan for the period 2017-2025 with a vision to 2030.

The procedure on setting KPIs and evaluating based on KPIs is established for implementation based on the expected and actual outcomes of tasks assigned to each individual and units within the Saigon International University.

### 2. PROCEDURE ON KPIS EVALUATION

KPIs evaluation include 6 steps:

#### **Step 1: Make commitment**

Leaders of offices/schools and individuals are required to make a commitment to employ an evaluation based on clear and reasonable criteria.

#### **Step 2: Establish subject lists for KPIs evaluation**

Establish subject lists of KPIs evaluation for each office/schools (HR KPIs, admission KPIs, finance KPIs, KPIs...) and leadership positions. The lists must be summarized and sent to the Office of Administration for review and submission to the School Board.

In each stage of operation (semester and school year), the University sets feasible KPIs for each employee (number of personnel, job,...) and offices/schools.

#### **Step 3: Issuance of rules and guidelines for implementation**

Offices/schools are required to coordinate with each other in the designing and standardizing the implementation procedure for KPIs evaluation.

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**Step 4: Make implementation plan and assign tasks to employees**

Offices/schools are required to make plans to implement tasks. Different tasks in different fields shall be implemented according to different plans.

The assignment of tasks to employees must include:

- Name of task
- Implementation procedure
- Product obtained
- Deadline
- Supporter

**Step 5: Implement tasks according to implementation plans**

Each employee assigned tasks are required to provide updates and report on the implementation of the task every semester.

The implementation shall be compared with the set KPIs quarterly to measure the targeted proceeding.

**Step 6: Implement KPIs evaluation**

Summarize data related to the performance achieved by each employee and department.

Make evaluation to reward the accomplishment of targets as well as to find solutions for uncompleted targets in each period (semester, school year).

**3. REQUIREMENT OF KPIS EVALUATION**

Để đánh giá hiệu quả KPIs cần thực hiện đúng 5 yêu cầu sau đây:

**3.1. Identify fundamental requirements for evaluation**

The management of offices/schools are required to identify specific tasks assigned to its employees and departments. These requirements need to reflect the job characteristics of each department and employees, and must be consistent with the goals of the 2017-2020 medium-term plan and the 2017-2025 action plan.

**3.2. Identify KPI evaluation method**

Each office/school is required to identify methods of evaluation in accordance with the objectives and strategic vision of the Saigon International University.

**3.3. KPI evaluation procedure must be strictly abided**

The KPI evaluation system is required to be fully and accurately organized. All managers are required to attain relevant training before performing the KPIs evaluation at his/her

departments.

The Office of Testing & Quality Assurance are responsible for supervising the employment of KPIs evaluation, targets, key indicators for measurement and evaluation of the outcomes on the University's quality assurance activities.

#### **3.4. Evaluation of tasks at unit level**

Management officers of units are responsible for evaluating the performance of employees under his/her management.

#### **3.5. Evaluation of task performance based on the KPIs**

The evaluation of task performance based on the KPIs aim to help managers and employees have a specific and correct reflection on goals and work performance; and used as a basis for reward at SIU.

### **4. IMPLEMENTATION PROVISIONS**

This procedure is applicable from the date of signing and replaces the previous KPI Evaluation Procedure.

#### **Recipients:**

- *Board of Trustees (for reporting);*
- *Leaders of units;*
- *Archive: Office of Administration and Student Service.*