



INDIVIDUAL DEVELOPMENT PLAN (IDP)

Employee Name	Khan Qaiser Ali Lohani	Pesudo Name	Luke Wright
Employee ID	APD-0155	Designation	Collections Officer
Date of Joining	7/5/2019	Manager Name	Ryan Scott
Session Date	9/3/2020	Last Session Date	9/1/2020
Last Month Target	30,000	Target Achieved	14,050.00

Problem Areas:

Basic Training	Collections Process
File Review	Training Portal Use
Dashboard Use	Calendar Use
Email Communication	Phone Communication
Others:	
Ex parte, KPIs and Progress on DOR cases.	

Session Summary

Highlighted Issues:

- Need to avoid ex parte communication.
- Work on fresh files is still very slow and KPIs are not upto the mark as per the new JD.
- Need to prioritize DOR filed cases.

Action Items

Coached on following Issues:

- Avoid ex parte communication under any circumstances, it can lead to cost and sanctions.
- Inactive data has been shared, need to speed up the work on fresh files and required to share MRNs hourly to make sure that minimum required KPIs are covered.
- Reviewed and discussed DOR filed case and moving on if DOR filed cases will not be worked on priority basis they will be assigned to someone else to settle.


Employee Signature
09/03/2020


Manager Signature