



## Individual Development Plan

Date:	10/15/2019
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<u>Employee Name</u>	Khan Qaiser Ali Lohani	<u>Team Manager:</u>	Ayesha Sharf
<u>Designation:</u>	Collection Officer		
<u>Employee I.D:</u>	APD-0155		
<u>Date of Joining:</u>	7/5/2019		

### TARGET

	Last Three Months	<u>1<sup>st</sup></u>	<u>2<sup>nd</sup></u>	<u>3<sup>rd</sup></u>	
<u>ASSIGNED</u>		\$12,000	\$0	\$15,000	
<u>ACHIEVED</u>		\$3,677	\$328	\$9,418	

### Current Month Performance :

		<u>ASSIGNED</u>	<u>ACHIEVED</u>		
			\$28,000	\$3,550.00	

### STRENGTHS

### WORKWISE

Punctual

Determinant

### Current Issues:

Not using customized letter properly.

Leaving excessive voicemails.

Whole AR is still untouched

Spoke with adjuster and DA are way to low.

Verifying the file but not bothering to make calls on those files.

### Recommendations/Solutions:

Need to work on the whole AR, every file should be touched. Work on the insurances which settle open cases as well (Sedgwick, Libert, Zurich, Broadspire)

File Evaluation, Need to increase the count on spoke with the adjusters & DA. After 3 voice mails reach out to supervisor or use No response letter. Emails if not getting response keep supervisors in loop.

Work on C&R and LC files on priority.

Collector Signature

Manager Signature