

AI-Empowered Performance Management: KRA and KPI Design, Planning and Regular Check-Ins for a 200+ Strong NBFC

Client: A Gold Loan NBFC with a 200+ Strong Workforce

Problem Statement:

The NBFC had grown to over 200 employees across branch and regional roles, but its performance management process had not kept pace with the organization's size. Performance management was largely informal, and leadership faced:

- **No Role-Wise KRAs or KPIs:** Most roles had no clearly defined key result areas or key performance indicators, leaving employees and managers without a shared definition of what "good performance" looked like.
- **Annual, Disconnected Reviews:** Appraisals happened once a year and were disconnected from day-to-day work, giving employees little real-time feedback on how they were tracking.
- **No Structured Check-In Process:** Managers had no consistent framework for planning goals with their teams or conducting regular one-on-one check-ins.
- **No Organization-Wide Visibility:** Leadership had no aggregated view of performance trends across the 200+ strong workforce, making it hard to spot underperformance or recognize strong performers early.

The NBFC approached Technovative Consulting to design and roll out a structured, AI-empowered performance management system across the organization.

Solutioning:

Technovative Consulting designed and rolled out an AI-empowered performance management system, which included the following components:

Role-Wise KRA and KPI Framework Design:

1. **KRA and KPI Definition:** Worked with leadership to define key result areas and key performance indicators for each role, including branch managers, relationship managers, gold appraisers, and recovery officers, aligned to overall business objectives.

AI-Assisted Goal Setting and Planning:

1. **AI-Assisted Drafting:** Used AI-assisted tools to translate business targets into individual and team-level KRAs and KPIs quickly, and to draft quarterly performance plans for manager review.

Structured Check-In Cadence:

1. **Regular One-on-Ones:** Introduced a regular cadence of one-on-one check-ins between managers and their teams, structured around KPI progress rather than a once-a-year review.

Performance Dashboards:

1. **Organization-Wide Visibility:** Built dashboards giving leadership real-time visibility into KRA and KPI progress across the 200+ strong workforce.

Manager Enablement and Training:

1. **Manager Training:** Trained managers on how to conduct effective check-ins, give structured feedback, and use the KRA/KPI framework for ongoing coaching.

Integration with the Incentive Framework:

1. **Linked Incentives:** Connected KPI achievement to the organization's incentive framework, reinforcing measurable, goal-driven performance across every role.

Impact:

1. **Organization-Wide KRA and KPI Rollout:** Role-wise KRA and KPI frameworks were designed and rolled out across 200+ employees, aligned to business goals for every function.
2. **Faster Planning Cycles:** AI-assisted tools sped up goal-setting and quarterly performance planning, cutting the time managers spent drafting individual and team plans.
3. **Continuous Feedback Culture:** A regular manager-team check-in cadence replaced the once-a-year review, giving employees ongoing, real-time feedback on performance.
4. **Real-Time Leadership Visibility:** Performance dashboards gave leadership a live, organization-wide view of KRA and KPI progress, enabling earlier intervention and recognition.

Conclusion:

Technovative Consulting helped the NBFC move from an informal, once-a-year appraisal process to a structured, AI-empowered performance management system spanning its 200+ strong workforce. By designing role-wise KRAs and KPIs, using AI-assisted tools to speed up planning, and establishing a regular manager-team check-in cadence, Technovative gave the organization a continuous, measurable approach to performance that replaced the annual review with ongoing feedback and course correction.