

**CLAIMS DEPARTMENT CAREER DEVELOPMENT PROGRAM**  
**Guidelines**

**I. Evaluate Employee Performance**

- Quantity of Work (TAT)
- Quality of Work
- Job Knowledge
- Reliability
- Cooperation
- Initiative
- Attendance and Punctuality

**II. Ability or potential to handle higher position**

- Organizational Ability
- Ability to Maintain Discipline
- Ability to Instruct
- Leadership
- Dependability
- Cooperation
- Judgement
- Job Knowledge
- Creativeness
- Initiative

**III. Work Experience**

**IV. Educational Attainment**

**V. Develop Employee with Potential**

- **LOMA Examinations**
- **Technical Skills**
- **Coaching**
- **Cross Training**
- **Leadership Skills**