

Rosa Alvarez
HR Advisor
Employer HR file

Date: 14 July 2026
Our Reference: OR/C4799E89
Document Type: HR record

Objectives Record for Rosa Alvarez

1. CASE SUMMARY

This record details the performance objective set for Rosa Alvarez, HR Advisor, concerning the efficiency of unload-to-dispatch turnaround times on peak service loads. The objective aims to optimise operational performance while upholding safety and compliance standards. The target completion date for this objective is 14 July 2026, with a scheduled progress review on 20 March 2026.

2. BACKGROUND

Rosa Alvarez’s role as HR Advisor includes responsibility for supporting operational efficiency metrics. Following discussions within the management team, an objective was set to reduce the average turnaround time between unloading and dispatch on peak service loads. This initiative intends to improve overall depot performance and customer satisfaction.

The baseline average turnaround time is 18 minutes for peak loads. The goal is to achieve a 28% reduction, lowering this average to 13 minutes within an eight-week period, while maintaining critical safety standards and adhering to driver-hours regulations.

HR RECORD DETAILS

Employee
Rosa Alvarez

Role
HR Advisor

Case type
Set Objectives / KPIs

Reference
HRA-C4799E89

KEY DATES

Completed
14 July 2026

First review
20 March 2026

Continued

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3. INFORMATION CONSIDERED

The objective includes measurable criteria:

- Weekly depot reports tracking average turnaround times for peak loads in minutes.
- Percentage of loads meeting the under-13-minute target each week.
- Incident reports relating to safety breaches or violations of driver-hours compliance.

Support provisions identified to assist Rosa Alvarez with this objective include:

- Deployment of a temporary agency coordinator during peak hours to streamline operations.
- A focused one-day crew briefing on updated loading routines to enhance team understanding and adherence.
- Monthly coaching sessions conducted by Ravi to address ongoing challenges and facilitate continuous improvement.
- HR assistance for tracking metrics and producing weekly progress reports to inform management decision-making.

4. DECISION

The agreed objective for Rosa Alvarez is to reduce the unload-to-dispatch turnaround time on peak service loads from 18 minutes to 13 minutes within eight weeks, ensuring that safety and driver-hours compliance remain uncompromised.

Progress will be evaluated via weekly reports with a formal review scheduled for 20 March 2026 to assess accomplishments and consider further actions if necessary.

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5. REASONS

Efficient turnaround times are vital for maintaining service quality and operational cost-effectiveness. Improving this metric supports the company's commitment to timely deliveries and operational excellence.

Maintaining safety and compliance during this process is essential to uphold legal obligations and safeguard employee welfare.

Providing structured support resources ensures Rosa has the tools and guidance necessary to meet the objective successfully.

6. FOLLOW-UP ACTIONS

Monitor weekly reports on turnaround times and safety/driver-hours incidents to track progress.

Conduct the scheduled review meeting on 20 March 2026 to evaluate performance against the objective.

Ensure ongoing support such as coaching sessions and supplementary staff allocation remain in place during the measurement period.

Review the final results post-14 July 2026 to determine if the objective has been achieved and agree on any further development or adjustment if needed.

Verify that all documentation accurately reflects the agreed objective and support mechanisms prior to filing or issuing communications.

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7. AUDIT INFORMATION

Objective Reference: HRA-C4799E89

Objective Creation Date: 14 July 2026

Scheduled Review Date: 20 March 2026 (currently overdue)

Document Prepared: 14 July 2026

Employer: HRHeaven QA Sample Employer

Employee: Rosa Alvarez, HR Advisor

Note: No additional evidence has been attached at this stage. It is advised to confirm any source documents related to support mechanisms or reports before final filing.