

AMD Evaluation Summary And MoM Points					
Dealer Name	V.K.AUTOMOBILES INDIA PRIVATE LIMITED	Dealer Code	AP140002	Dealer Location	CUDDAPAH
Evaluator	Cs Area Incharge	Evaluator Name	MOHAMMED ISMAIL NADAF	Procedure Number	671256
Last Evaluation Score	0	Current Evaluation Score	0.0	Meet With	LOI-Holder

Main Parameter	Parameters	Max Score	Mid Year result	End Year result
FACILITIES	BSVI Set up	5	5	
	Customer Lounge Facilities	5	5	5
	Reception Area Third	5	5	0
	Sub Total	15	15	5
INFRASTRUCTURE	Customer Lounge Area	5	5	0
	Front fascia and direction sign	15	0	0
	Parts Area	5	5	0
	Reception Area First	10	0	0
	Washroom Area	5	5	5
	Working Area of Workshop	10	5	0
	Parking Area	5	0	0
	Sub Total	55	20	5
MANPOWER	Manpower, Education, Availability & Training	5	5	0
	Availability, organizational concept and team concept	10	5	0
	Sub Total	15	10	0

Capacity Enhancement	
Workshop Timing (in Hours)	Sub-Parameters
No. of Working Day In Last Month	Sub-Parameters
No. of Bikeleft Available	Sub-Parameters
Free Service Actual (Last Month)	Sub-Parameters
Paid Service Actual (Last Month)	Sub-Parameters
Minor Service Actual (Last Month)	Sub-Parameters
Service Visit of Last Month	Sub-Parameters
Capacity Utilization (%)	Sub-Parameters
Sales Volume of Last Month	Sub-Parameters
Service Visit (AMD + N/W) Plan	Sub-Parameters
Service Visit (AMD + N/W) Actual	Sub-Parameters
Service Visit (AMD + N/W) Achievement (%)	Sub-Parameters
Remark:	

CR Management	
Customer Feedback (Last Month)	
No. of Feedback Taken	Sub-Parameters
No. of Feedback Satisfied	Sub-Parameters
Internet Feedback Complaiants Open in Hi-Rise (Channel=Dealer)	Sub-Parameters
Internet Complaints Close in Hi-Rise (Channel=Dealer)	Sub-Parameters
Feedback Coverage %	Sub-Parameters
Feedback Satisfaction Score %	Sub-Parameters
Feedback - Clouser % of Internet Complaint(Channel=Dealer)	Sub-Parameters
Post Service Follow-Up (Last Month)	
No. of Customer Who Gave PSF Responses (Exclude Wrong No, Sqitch Off Etc)	Sub-Parameters
No. of Customer Called For Re-Work	Sub-Parameters
Internet PSF Complaiants Open in Hi-Rise (Channel=Dealer)	Sub-Parameters
Internet Complaints Close in Hi-Rise (Channel=Dealer)	Sub-Parameters
PSF Coverage %	Sub-Parameters
PSF Satisfaction Customers	Sub-Parameters
PSF Satisfaction Score %	Sub-Parameters
PSF - Clouser % of Internet Complaint(Channel=Dealer)	Sub-Parameters

Manpower						
Parameter	Minimum Requirement	Available	Resigned (Last month)	Trained	Profile (In HIRISE)	Remarks
Network Coordinator	0	1	0	1	Yes	Remarks
Warranty Supervisor	0	1	0	1	Yes	Remarks
Service Manager	0	1	0	1	Yes	Remarks
CR Manager	0	1	0	1	Yes	Remarks
CR Executive	0	1	0	1	Yes	Remarks
Parts Manager	0	1	0	1	Yes	Remarks
Service Advisors	0	1	0	1	Yes	Remarks
Floor Supervisor	0	1	0	1	Yes	Remarks
Technicaians (Excluding Helpers & PDI Tech)	0	1	0	1	Yes	Remarks
PDI Technicians	0	1	0	1	Yes	Remarks
Total Manpower	0	1	0	1	Yes	Remarks

MoM Details									
S.No.	Main-Parameters	Sub-Parameters	Must-Parameters	Gap Area	Counter Measure	Responsibility	Target Date	Lead Time In Days	Status
1.	Front fascia and direction sign	Fascia Display & appearance as per CI norms	☑	counter	hello world	asdndnnn	2024-12-18	4	Open
2.	Front fascia and direction sign	Proper identification of workshop area	☑	counter	gap	asdndnnn	2024-12-23	9	Open
3.	Front fascia and direction sign	Main Entrance to the workshop premises	☑	asdndnnn	sdlnkcsdlh	asdndnnn	2024-12-17	1	Open
4.	Parking Area	Parking Area		asdndnnn	askdmsdk	asdndnnn	2024-12-24	8	Open

			<input type="checkbox"/>						
5.	Reception Area First	Job card opening area	<input type="checkbox"/>	asdndnnn	sdkcmsdknsldk	asdndnnn	2024-12-24	8	Open
6.	Reception Area First	Customer Reception Area	<input type="checkbox"/>	asdndnnn	dkzsdllknsdlfknsdlk	asdndnnn	2024-12-26	10	Open
7.	Customer Lounge Area	Lounge Area with proper sitting arrangements	<input type="checkbox"/>	counter	xxxxxxxxxxxxxxxxxxxxxxxxxxxx	asdndnnn	2024-12-31	15	Open
8.	Working Area of Workshop	Quick Repair & Final Inspection area	<input type="checkbox"/>	dddddddddd	kjkjkjk	aaaaaaaaaaaaaaaa	2024-12-31	15	Open
9.	Working Area of Workshop	Used Oil collection in working area	<input type="checkbox"/>	ddddddd	lnlknlnlnlkn	aaaaaaaaaaaa	2024-12-28	12	Open
10.	Parts Area	Parts Warehouse / Store Area	<input type="checkbox"/>	asdndnnn	xczdjnvzdvnf	asdndnnn	2024-12-17	1	Open
11.	Availability, organizational concept and team concept	Manpower availability Matrix	<input type="checkbox"/>	sdsdcdfvvvvvff	kmklklklkk	aaaaaaaaaa	2024-12-27	11	Open
12.	Availability, organizational concept and team concept	Organization structure & Availability of team concept	<input type="checkbox"/>	asdndnnn	sfjsdsdjn	asdndnnn	2024-12-31	15	Open
13.	Manpower, Education, Availability & Training	Manpower Education level, Manpower Training, Training Records for parts & service	<input type="checkbox"/>	asdndnnn	asdndnnn	asdndnnn	2025-01-16	31	Open
14.	Reception Area Third	Facilities at Vehicle reception area	<input checked="" type="checkbox"/>	asdndnnn	asdndnnn	dsdddddddddddd	2024-12-25	8	Open
15.	BSVI Set up	Latest MCS Version Availability	<input checked="" type="checkbox"/>	QQQQQQQQQQQQ	PPPPPPPPPPPPPPPPPP	counter	2025-02-27	5	Open
16.	Others	asdndnnn	<input type="checkbox"/>	asdndnnn	ann	GAP_AREAS RESPONSIBILITY TARGET_DATE	2024-12-31	15	Open