**LAND TRANSPORT SERVICE DELIVERY KPIs – DRAFT**

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| **OLAMIDE SCOPE** | | |
| Tangibles: Attractiveness and Comfort | The appearance/aesthetics of the facilities, equipment and personnel | * Equipment Condition (refurbishment/paint jobs count) – not feasible * 100% adherence to vehicle cleaning schedule   Uniforms/PPE issued per year:   * Heavy: 2 times/year * Light: 2 times/year |
| Communication/Empathy | The knowledge level and politeness of the employees and to what extend they create trust, confidence and an enjoyable experience for customers – to what extent do personnel care or give individual attention | * No of personnel customer service sessions held * Number of monthly customer surveys * Customer satisfaction score (%) * No of complaints received * Communication – Availability/Correctness/completeness of information (pre-trip and in trip) |
| Affordability and Payment | What is the cost of service compared to third party providers and quality of payment/charge back | * Charges in comparison to other companies or vendors * Timely completion of charge back * Accuracy of charge back (%)( No of error-free charges / total number of services) |
| Responsiveness | How quickly the employees respond to request, offer a service and resolve issues | * Speed – Average request handling time * No of personnel customer service sessions held * Number of monthly customer surveys * Customer satisfaction score (%) * No of complaints * Average issues resolution time * Issues resolution rate (%) - No of issues resolved within resolution time/total no of issues recorded |