

R.Siva Kumar - 1664 / Function : Customer Support and Logistics planning

S.No	Key Performance Indicator	Target-24-25	Actual	Rating 10	Target-25-26	Remarks	Reference Criteria
1	Delivery Rating	100%	81%	8.0	100%		Greaves, LKM Mysore P vs A
2	MSL FG	100%	91%	9.0	100%		Greaves, LKM Mysore P vs A
3	Man Efficency Contract labours	100%	85%	8.5	100%		Overall
4	Plan vs Actual Sales value	100%	92%	9.0	100%		Overall (Vehicle Planning)
5	Sales Loss in Values(in Lakhs)	Zero	88 Lacs	7.5	Zero	Sales value vs Not Supply Value (Rating Cal : 10-10% =0, 10-9% = 1Rating)	Overall
6	Line Stoppage	Zero	471	8.0	Zero	Above 100 vehicle rating = 0 90 - 1, 80-2.....10-9, 0-10.	Greaves
7	Non moving / Obslete part cost all Customer	Zero	3.42 Lacs	7.5	Zero		Greaves , Quantum
8	Freight Cost	2.75/Kg	1.71/kg	9.5	1.88/Kg	Above 1.85/Kg rating = 0 1.84/Kg - 1, 1.83/Kg-2.....1.76/Kg-9, 1.75/Kg-10.	Overall
9	Premium Freight (Sales)	Zero	0.0030 Lacs	5.0	Zero	Above 1 Lacs rating = 0 90K - 1, 80K-2.....10K-9, 0-10.	Overall
10	Attrition	Zero	Zero	10.0	Zero		Overall
11	Accident	Zero	Zero (Repeated Near miss)	6.0	Zero		Overall
12	1S & 2S activities in Store.	100%	85%	8.5	100%		Overall
13	Timely Response to Customer (Mail & Phone call) With in 1Hr	100%	85%	8.5	100%		Greaves , LKM Mysore,Quantum
14	Material Handling Equpimnet Working Condition	Zero	2	8.5	Zero	Monthly Compalints above 10 zero	
15	Kaizen / CIP / Suggestion	12, 3, 12	0, 0,0	2.0	12, 3, 12		-
		Rating out of 10		7.70			

Note: Above 9-10 - Out Standing / 8-9 - Good / 7-8 - Average / 6-7 - Need improvement.