

N.Shanmugam - 1727 / Function : Dispatch and store shift Incharge						
S.No.	Key Performance Indicator	Target 24-25	Actual	Rating out of 10	Target 25-26	Remarks
1	Delivery Rating	100%	90%	9	100%	
2	ODC	Zero	6	5	Zero	<b>Above 5 Zero</b>
3	Jit Call Performances (OTD)	100%	92%	9	100%	
4	MSL FG	100%	89%	8.5	100%	
5	Man Efficiency Contract labours	100%	85%	8.5	100%	
6	Plan vs Actual Sales value	100%	88%	7.5	100%	
7	Sales Loss in Values( in Lakhs)	Zero	99 Lacs	7.5	Zero	<b>Sales value vs Not Supply Value (Rating Cal : 10-10% =0, 10-9% = 1Rating )</b>
8	Line Stoppage	Zero	554	0	Zero	<b>Above 100 vehicle rating = 0 90 - 1, 80-2.....10-9, 0-10.</b>
9	Non moving / Obsolute part cost all Customer	Zero	4 Lacs	7.5	Zero	<b>Quantum(3 Lacs) Supplied in Jan-25</b>
10	Freight Cost	2.75/Kg	1.60/kg	10	1.88/Kg	
11	Premium Freight (Sales)	Zero	0	10	Zero	
12	Attrition	Zero	Zero	10	Zero	
13	Accident	Zero	Zero (Repeated Near miss)	5	Zero	
14	1S & 2S activities in Store.	100%	85%	8.5	100%	
15	Timely Response to Customer (Mail & Phone call) With in 1Hr	100%	75%	7.5	100%	
16	Material Handling Equipment Working Condition	Zero	2	8.5	Zero	<b>Monthly Complaints above 10 zero</b>
17	Kaizen / CIP / Suggestion	4,3,4	0, 0,0	0	4,3,4	
			<b>Rating out of 10</b>	<b>7.18</b>		

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