

K. Manoj Kumar - 1474 / Function : Customer Support and Internal Improvement

S.N o.	Key Performance Indicator	Target 24-25	Actual	Rating out of 10	Target 25-26	Remarks	Reference Criteria
1	Delivery Rating	100%	63%	7	100%		TAFE-FED, AL,Troax
2	MSL FG	100%	91%	9	100%		TAFE-FED
3	Man Efficiency Contract labours	100%	85%	8.5	100%		Overall
4	Plan vs Actual Sales value	100%	70%	7.5	100%		TAFE-FED, AL,Troax
5	Sales Loss in Values(in Lakhs)	Zero	88 Lacs	4	Zero	Sales value vs Not Supply Value (Rating Cal : 10-10% =0, 10-9%=1Rating)	TAFE-FED, AL,Troax
6	Line Stoppage	Zero	zero	10	Zero	Above 100 vehicle rating = 0 90 - 1, 80-2.....10-9, 0-10.	TAFE-FED, AL,Troax
7	Non moving / Obsolete part cost all Customer	Zero	3.4 Lacs	7.5	Zero		TAFE-FED, AL,Troax
8	Premium Freight (Sales)	Zero	0	10	Zero	Above 1 Lacs rating = 0 90K - 1, 80K-2.....10K-9, 0-10.	TAFE-FED, AL,Troax
9	Attrition	Zero	Zero	10	Zero		U-1
10	Accident	Zero	Zero (Repeated Near miss)	5	Zero		U-1
11	1S & 2S activities in Store.	100%	85%	8.5	100%		U-1
12	Timely Response to Customer (Mail & Phone call) With in 1Hr	100%	75%	7.5	100%		TAFE-FED,Troax
13	Material Handling Equipment Working Condition	Zero	3	6	Zero	Monthly Complaints above 10 zero	U-1
14	Kaizen / CIP / Suggestion	12, 3, 12	3,2,2	5	12, 3, 12		Kaizen-Trolley design modification,File storage, CIP-FG Store Location Change,Brazil Trolley Suggestion-Internal Improvements
			Rating out of 10	7.54			

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