

R.Thamotharan - 1727 / Function : Dispatch Shift Planner and Advisor

| 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 | Above 5 Zero |
| 3 | Jit Call Performances (OTD) | 100% | 92% | 9 | 100% | |
| 4 | MSL FG | 100% | 89% | 8.5 | 100% | |
| 5 | Man Efficiency Contract labours | 100% | 80% | 7.5 | 100% | |
| 6 | Plan vs Actual Sales value | 100% | 88% | 7.5 | 100% | |
| 7 | Sales Loss in Values(in Lakhs) | Zero | 99 Lacs | 5.5 | Zero | Sales value vs Not Supply Value (Rating Cal : 10-10% =0, 10-9%= 1Rating) |
| 8 | Line Stoppage | Zero | 554 | 0 | Zero | Above 100 vehicle rating = 0 90 - 1, 80-2.....10-9, 0-10. |
| 9 | Non moving / Obsolute part cost all Customer | Zero | 4 Lacs | 7.5 | Zero | Quantum(3 Lacs) Supplied in Jan-25 |
| 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% | 8 | 100% | |
| 16 | Material Handling Equipment Working Condition | Zero | 2 | 8.5 | Zero | Monthly Complaints above 10 zero |
| 17 | Kaizen / CIP / Suggestion | 4,3,4 | 0,0,0 | 0 | 4,3,4 | |
| | | | Rating out of 10 | 7.03 | | |

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