

R.Nagaraj - 2217 / Function : Unit 3 Sales Incharge (GEML)

S.No.	Key Performance Indicator	Target 24-25	Actual	Rating out of 10	Target 25-26	Remarks	Reference Criteria
1	Delivery Rating	100%	81%	8.5	100%		Greaves
2	MSL FG	100%	91%	9	100%		FG store U-3
3	Man Efficency Contract labours	100%	85%	8.5	100%		U-3
4	Plan vs Actual Sales value	100%	92%	9	100%		Greaves, FED, Quantum, TVSM
5	Sales Loss in Values( in Lakhs)	Zero	88 Lacs	6.5	Zero	<b>Sales value vs Not Supply Value (Rating Cal : 10-10% =0, 10-9% = 1Rating )</b>	Greaves
6	Line Stoppage	Zero	471	8	Zero	<b>Above 100 vehicle rating = 0 90 - 1, 80-2.....10-9, 0-10.</b>	Greaves
7	Non moving / Obsolete part cost all Customer	Zero	3.4 Lacs	7.5	Zero		Greaves
8	Freight Cost	2.75/Kg	1.71/kg	8.5	1.88/Kg	<b>Above 1.85/Kg rating = 0 1.84/Kg - 1, 1.83/Kg-2.....1.76/Kg-9, 1.75/Kg-10.</b>	Greaves, FED, Quantum, TVSM
9	Premium Freight (Sales)	Zero	0.0030 Lacs	6	Zero	<b>Above 1 Lacs rating = 0 90K - 1, 80K-2.....10K-9, 0-10.</b>	Greaves
10	Attrition	Zero	Zero	10	Zero		U-3
11	Accident	Zero	Zero (Repeated Near miss)	6.5	Zero		U-3
12	1S & 2S activities in Store.	100%	85%	8.5	100%		U-3
13	Timely Response to Customer (Mail & Phone call) Within 1Hr	100%	85%	8.5	100%		Greaves
14	Material Preservation	Zero complaints	2 complaints	6	<u>Zero complaints</u>	<b>Monthly Complaints above 5 zero</b>	FG store U-3
15	Stock control Physical vs Actual (Perpetual Inventory)	Zero	0%	10	Zero	<b>Total No.parts / Defect in % above 10 zero Value Below 0.1% Min MSL</b>	FG store U-3
16	Material Handling Equipment Working Condition	Zero	2	8.5	Zero	<b>Monthly Complaints above 10 zero</b>	FG store U-3
17	Kaizen / CIP / Suggestion	12, 3, 12	0, 0, 2	2	12, 3, 12		Internal Improvement in U-3
				<b>Rating out of 10</b>	<b>7.74</b>		

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