

**M.BALAJI - 1477 Function : Unit-2 Sales Incharge**

S.N O	Key Performance Indicator	Target 24-25	Actual	Rating out of 10	Target 25-26	Remarks	Reference Criteria
1	Maintain 1S & 2S activities in FG Store	100%	75%	7.5	100%		U-2
2	Delivery Rating	100%	93%	8.5	100%		TVSM,LKM Mysore
3	JIT Call Performance	100%	94%	8.5	96%		TVSM,LKM Mysore
4	ODC	Zero	1	8	Zero		TVSM (U-2)
5	Line stoppage	Zero	471	5	Zero	<b>Above 100 vehicle rating = 0 90 - 1, 80-2.....10-9, 0-10.</b>	TVSM (U-2)
6	MSL FG	100%	90%	8	100%		U-2
7	Premium Freight	Zero	0.0030 Lacs	8.5	Zero	<b>Above 1 Lacs rating = 0 90K - 1, 80K-2.....10K-9, 0-10.</b>	TVSM (U-2)
8	Man Efficency Contract labours	100%	90%	9	100%		U-2
9	Packing material Accounting.	100%	95%	8	100%		U-2
10	Timely Response to Customer (Mail & Phone call) Within 1Hr	100%	80%	8	100%		TVSM,LKM Mysore
11	Non moving / Obsolete part cost all Customer	Zero	3.5 Lacs	8.5	Zero		TVSM
12	Attrition	Zero	Zero	10	Zero		U-2
13	Accident	Zero	Zero(Minor Happens)	5	Zero		U-2
14	Training for New CL operators	100%	60% (New CL trained)	6	100%		U-2
15	Effective Utilization of labours	100%	85%	8	100%		U-2
16	Kaizen / CIP / Suggestion	12, 3, 12	2,1,1	4	12, 3, 12		Kaizen- S/A falldown at cust end. To Avoid KIT box damage CIP-Sport Brazil Trolley
			<b>Rating out of 10</b>	<b>7.53</b>			

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