

**S.R.Manikandan - 2172 / Function : All customer Invoicing & Rej Doc Accounting**

S.No.	Key Performance Indicator	Target 24-25	Actual	Rating out of 10	Target 25-26	Remarks
1	ODC	Zero	6	5	Zero	Barcode issue 2 ODC
2	Delivery Rating	100%	90%	9	100%	
3	Jit Call Performances (OTD)	100%	92%	9	100%	
4	Plan vs Actual Sales value	100%	88%	7.5	100%	
5	Sales Loss in Values( in Lakhs)	Zero	99 Lacs	7	Zero	Sales value vs Not Supply Value (Rating Cal : 10-10% =0, 10-9%= 1Rating )
6	Line Stoppage	Zero	554	0	Zero	Above 100 vehicle rating = 0 90 - 1, 80-2.....10-9, 0-10.
7	Freight Cost	2.75/Kg	1.60/kg	9	1.88/Kg	
8	Premium Freight (Sales)	Zero	0	10	Zero	
9	Attrition	Zero	Zero	10	Zero	
10	Accident	Zero	Zero (Repeated Near miss)	5	Zero	
11	Automation	3	1	5	3	
12	1S & 2S activities in Office.	100%	85%	8	100%	
13	Timely Response to Customer (Mail & Phone call) With in 1Hr	100%	75%	8.5	100%	
14	Risk Analysis	3	0	0	3	
15	Kaizen / CIP / Suggestion	4,3,4	2,0,0	6	4,3,4	
			Rating out of 10	<b>6.60</b>		

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