

A.Jannathul Firdhous - 1276 / Function : TVS Group Customer Support

S.N o.	Key Performance Indicator	Target 24-25	Actual	Rating out of 10	Target 25-26	Remarks	Reference Criteria
1	Jit Call Performances (OTD)	96%	94%	9.5	96%		TVSM
2	MSL FG	100%	91%	8	100%		TVSM
3	Delivery Rating	100%	93%	9	100%		TVSM
4	Plan vs Actual Sales value	100%	92%	9	100%		TVSM
5	Sales Loss in Values(in Lakhs)	Zero	88 Lacs	5	Zero	Sales value vs Not Supply Value (Rating Cal : 10-10% =0, 10-9% = 1Rating)	Overall
6	Line Stoppage	Zero	471	4	Zero	Above 100 vehicle rating = 0 90 - 1, 80-2.....10-9, 0-10.	Overall
7	Non moving / Obsolete part cost all Customer	Zero	3.4 Lacs	8.5	Zero		Overall
8	Premium Freight (Sales)	Zero	0.0030 Lacs	9	Zero	Above 1 Lacs rating = 0 90K - 1, 80K-2.....10K-9, 0-10.	TVSM
9	Attrition	Zero	Zero	10	Zero		U-1
10	Accident	Zero	Zero (Repeate d Near miss)	5	Zero		U-1
11	1S & 2S activities in Office.	100%	85%	8.5	100%		U-1
12	Timely Response to Customer (Mail & Phone call) Within 1Hr	100%	80%	8	100%		TVSM
13	Kaizen / CIP / Suggestion	12, 3, 12	2,1,0	5	12, 3, 12		Internal Improvement
14	Training class on time	12	12	10	12		Internal Activity
			Rating out of 10	7.75			

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