

**M.Baskar - 1475 / Function : Dispatch and store shift Incharge**

S.No.	Key Performance Indicator	Target 24-25	Actual	Rating out of 10	Target 25-26	Remarks	Reference Criteria
1	Delivery Rating	100%	93%	8.5	100%		TVSM, LKM Mysore
2	ODC	Zero	5	5	Zero	<b>Above 5 Zero</b>	TVSM
3	Jit Call Performances (OTD)	100%	94%	8	100%		TVSM
4	MSL FG	100%	91%	8.5	100%		TVSM
5	Man Efficiency Contract labours	100%	85%	8.5	100%		Dispatch Activity U-1
6	Plan vs Actual Sales value	100%	92%	9	100%		TVSM
7	Sales Loss in Values( in Lakhs)	Zero	88 Lacs	7.5	Zero	<b>Sales value vs Not Supply Value (Rating Cal : 10-10% =0, 10-9% = 1Rating )</b>	TVSM, Greaves, LKM Mysore
8	Line Stoppage	Zero	417	5	Zero	<b>Above 100 vehicle rating = 0 90 - 1, 80-2.....10-9, 0-10.</b>	TVSM, Greaves, LKM Mysore
9	Non moving / Obsolute part cost all Customer	Zero	3.4 Lacs	7.5	Zero		TVSM
10	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>	TVSM, Greaves, LKM Mysore
11	Premium Freight (Sales)	Zero	0.0030 Lacs	8.5	Zero	<b>Above 1 Lacs rating = 0 90K - 1, 80K-2.....10K-9, 0-10.</b>	TVSM
12	Attrition	Zero	Zero	10	Zero		U-1
13	Accident	Zero	Zero (Repeated Near miss)	5	Zero		Dispatch Activity U-1
14	1S & 2S activities in Store.	100%	85%	8.5	100%		Dispatch Activity U-1
15	Timely Response to Customer (Mail & Phone call) With in 1Hr	100%	75%	7.5	100%		TVSM
16	Material Handling Equipment Working Condition	Zero	2	8.5	Zero	<b>Monthly Complaints above 10 zero</b>	Dispatch Activity U-1
17	Kaizen / CIP / Suggestion	4,3,4	1,0,0	5	4,3,4		Raider PFR Barcode Location-1
			<b>Rating out of 10</b>	<b>7.59</b>			

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