

Employee Name : Prashant Shirsath Manager's Name : Prashant Shirsath
Goalsheet Approval Date : 29-Nov-2016

KRA Category : Customer
KRA Weightage : 20 _

Key Performance Indicator (KPI) description	Unit	KPI Weightage	Value	(1) Unsatisfactory Performance	(2) Needs Improvement	(3) Good Solid Performance	(4) Superior Performance	(5) Outstanding Performance
Resolve Short Term Customer Complaints on follow up on shortages for recovery	Text			With In 60 Days from date of notation of complaints	With In 45 Days from date of notation of complaints	With In 30 Days from date of notation of complaints	With In 15 Days from date of notation of complaints	With In 10 Days from date of notation of complaints
Reconciliation of surplus/shortage at customer-end	Text			After 25 of Every month	after First half of Month	within the first half of coming month	with in 7 days	with in 3 days
Issuance of credit note/debit note to customers/transporters on shortages	Text			within 25 Days	within 20 Days	within 15 Days	within 10 Days	within 7 Days
2-Prepare Variance Report on Schedule versus despatch variance analysis for Glycerine, Galaxy, Fine, Rhodia, IGL, ISRL, Reliance etc.,	Text			Every month after 15	Every month after 10	Every month Before 5	Every month Before 4	Every month Before 3
Ensure co-ordination of glycerine despatches from Talaja	Text			After 10 of Every month	after 5th of every month	Daily	before 3rd of every month	on 1st working day of month

KRA Category : Business
KRA Weightage : 20 _

Key Performance Indicator (KPI) description	Unit	KPI Weightage	Value	(1) Unsatisfactory Performance	(2) Needs Improvement	(3) Good Solid Performance	(4) Superior Performance	(5) Outstanding Performance
1- Change in the Transportation rates from the current levels	Text			With 90 days From change in fuel cost	With 75 days From change in fuel cost	With 60 days From change in fuel cost	With 30 days From change in fuel cost	With 15 days From change in fuel cost
2 Giving timely payment to the transporter . With in 15 days from Due date	Text			with in 35 to 60 Days after Due date	with in 25 to 35 Days after Due date	with in 15 to 25 Days after Due date	with in 10 to 15 Days after Due date	before 10 Days
3-Minimise Detention at loading point	Text			Not Available	Not Available	Every Day	Not Available	Not Available
4- Doing follow up with plant for bills processing of Transporter	Text			Not Available	Not Available	Every week	Not Available	Not Available
5 MIS about sale	Text			Before 15th of every month	Before 10th of every month	Before 5th of every month	Before 3th of every month	1st working day of month

KRA Category : People
KRA Weightage : 20 _

Key Performance Indicator (KPI) description	Unit	KPI Weightage	Value	(1) Unsatisfactory Performance	(2) Needs Improvement	(3) Good Solid Performance	(4) Superior Performance	(5) Outstanding Performance
1 Giving advance schedule to the transporter	Text			after 96 Hrs	after 72 Hrs	before 48 Hrs of schedule	with in 24 hrs	same working day
2 Follow up with transporter for on time vehicle supply to plant	Text			after 96 Hrs	after 72 Hrs	Before 48 Hrs	with in 24 hrs	same working day
3 Follow up with customer for commercial doc.for transporter	Text			after 96 Hrs	after 72 Hrs	with in 24hrs from despatch	with in 24 hrs	same working day
4 Follow up with plan for timely vehicle dispatch from plant	Text			Not Available	Not Available	Every Day	Not Available	Not Available

KRA Category : Business

KRA Weightage : 40 _

Key Performance Indicator (KPI) description	Unit	KPI Weightage	Value	(1) Unsatisfactory Performance	(2) Needs Improvement	(3) Good Solid Performance	(4) Superior Performance	(5) Outstanding Performance
1-Arranging of trucks/tankers from all locations for customers based on schedule given by Customer and Marketing	Text			meeting schedule after 96 Hrs	meeting schedule after 72 Hrs	meeting schedule with in +/- 48 Hrs	meeting schedule with in 48 Hrs	meeting schedule with in 24 Hrs
2-Giving feedback to customer about his order & order process & schedule date	Text			After 96 Hrs	After 72 Hrs	With in 48 Hrs	with in 24 hrs	same working day
3-Inform customers on movement/non movement of despatches as per vehicle/mat'l availability	Text			After 96 Hrs	After 72 Hrs	With in 48 Hrs	After 96 Hrs	After 72 Hrs
4-Follow up with plants for planning material availability for despatch	Text			After 96 Hrs	After 72 Hrs	With in 48 Hrs	After 96 Hrs	After 72 Hrs
5 helping Marketing team to Achieve sales target	Text			Not Available	Not Available	every last week of Month	last 4 days	last 2 days