

10003105 Varghese Jose

Employee Name : Varghese JoseManager's Name : V. R. Krishnan

Goalsheet Approval Date : 20-Apr-2017

**KRA Category : Process**

**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	Actual achievement of year end	Appraisee comment on actual achievement
1. OIL BOOKING	Text			WITHIN 2 DAY FROM DATE OF RECEIPT OF ORDER	WITHIN 1 DAY FROM DATE OF RECEIPT OF ORDER	ON DATE OF RECEIPT OF THE ORDER	Not Available	Not Available	492 oil bookings done.	Oil bookings are done on the same day as the order is received.
2 FOLLOWUP WITH FINANCE TEAM FOR RECEIPT OF ORIGINAL LC/ ADVANCE PAYMENT TO PLAN SHIPMENT	Text			RECEIVE THE L/C AFTER FOUR WORKING DAY	RECEIVE THE L/C AFTER THREE WORKING DAY	RECEIVE THE L/C AFTER TWO WORKING DAY	RECEIVE THE L/C ON THE NEXT DAY	RECEIVE THE L/C ON THE SAME DAY	68 LC backed orders and 108 orders on advance payment received for year for which LC drafts were checked and approved before establishing the final LC. Once the final LC copy is received from the customer, its forwarded to Finance department to collect the original LC and confirmation is sought before arranging the shipment. LCs are received in 2 working days from receipt of LC copy .	Ensured that the LC and advances are received before arranging the shipment.
3 FOLLOWUP WITH DEMAND PLANNER & LOGISTICS FOR AVAILABILITY OF PRODUCT AND STUFFING DATE FOR SPOT ORDERS	Text			WITHIN 3 DAYS BEFORE ETD	WITHIN 4 DAYS BEFORE ETD	WITHIN 6 DAYS BEFORE THE ETD	WITHIN 7 DAYS BEFORE THE ETD DATE	10 DAYS BEFORE THE ETD DATE	Intimation is send to demand planner and logistics to arrange shipment for spot orders as when received.	Intimation is send to demand planner and logistics to arrange shipment for spot orders as when received.
4 GETTING APPROVAL FOR SHIPPING MARKS/BL DRAFT/ SHIPPING INSTRUCTIONS	Text			WITHIN 5 WORKING DAYS	WITHIN 4 WORKING DAYS	WITHIN 3 WORKING DAYS	WITHIN 2 WORKING DAYS	WITHIN 1 WORKING DAY	Ensured that the shipping marks, instructions are proper before arranging the shipment.	For New customers, the shipping marks and BL drafts are sent to customers for approval and shipment is arranged after getting the approval.
5 FOLLOWUP WITH EXIM TEAM FOR COPY DOCS	Text			WITHIN 9 WORKING DAYS FROM DATE OF SHIPMENT	WITHIN 7 WORKING DAYS FROM DATE OF SHIPMENT	WITHIN 5 WORKING DAYS FROM DATE OF SHIPMENT	WITHIN 4 WORKING DAYS FROM DATE OF SHIPMENT	WITHIN 3 WORKING DAYS FROM DATE OF SHIPMENT	Followed up with the documentation team for copy docs to avoid delays	Reminders were sent to Documentation team to send the documents urgently to avoid delay.

**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	Actual achievement of year end	Appraisee comment on actual achievement
1. ENTERING ORDER IN THE SYSTEM	Text			MORE THAN 3 DAYS	WITHIN 3 DAYS FROM RECEIPT OF PO	WITHIN 2 DAYS	1 DAY FROM RECEIPT OF PO	ON DATE OF RECEIPT OF ORDER	492 Inquiries entered in the system.	492 Inquiries entered in the system within the same day or the next day.
2. PROVIDE ORDER ACKNOW	Text			MORE THAN 3 DAYS	WITHIN 3 DAYS	WITHIN 2 DAYS	1 DAY FROM RECEIPT OF PO	ON DATE OF RECEIPT OF	Acknowledged copy of the PO had	Order Acknowledgments

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1. DELEGMENT TO THE CUSTOMER								ORDER	been sent to the customer on the same day of receipt of the order	were sent to customer's on the same day of receipt of orders
3. SEND PFI TO CUSTOMERS WHOSE PAYMENT TERMS ARE EITHER ADVANCE OR AGAINST LC	Text			MORE THAN 3 DAYS	WITHIN 3 DAYS FROM RECEIPT OF PO	WITHIN 2 DAYS	1 DAY FROM RECEIPT OF PO	ON DATE OF RECEIPT OF ORDER	PFI have been sent to the customer on the same day the order is confirmed for advance payments and for opening the LC.	The PFIs are sent as password protected file and password sent in a separate mail to ensure confidentiality.
4. PROVIDE SHIPMENT STATUS TO THE CUSTOMER	Text			MORE THAN 5 DAYS FROM SHIPMENT DATE	6 DAYS FROM DATE OF SHIPMENT	5 DAYS FROM DATE OF SHIPMENT	4 DAYS FROM DATE OF SHIPMENT	WITHIN 3 WORKING DAYS FROM DATE OF SHIPMENT	Customers are informed of the vessel details as soon as the stuffing schedule is received from the Logistic team.	Customers are informed of the vessel details as soon as the stuffing schedule is received from the Logistic team.
5. SEND COPY DOCS TO CUSTOMER AFTER SHIPMENT	Text			WITHIN 9 WORKING DAYS FROM DATE OF SHIPMENT	WITHIN 7 WORKING DAYS FROM DATE OF SHIPMENT	WITHIN 5 WORKING DAYS FROM DATE OF SHIPMENT	WITHIN 4 WORKING DAYS FROM DATE OF SHIPMENT	WITHIN 3 WORKING DAYS FROM DATE OF SHIPMENT	Copy docs are sent to customers within 5 working days.	Some delay has been encountered as the docs have been delayed from documentation.

#### KRA Category : Customer

KRA Weightage : 20 \_

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1. RESPONDING TO CUSTOMER QUERIES	Text			WITHIN 3 WORKING DAYS	WITHIN 2 WORKING DAYS	WITHIN 1 WORKING DAY	Not Available	Not Available	on an average 50 customer queries/concerns are received on daily basis which has been responded.	Customer queries are responded on the prompt basis.
2 FOLLOWUP WITH CUSTOMER FOR PAYMENT	Text			RECEIVE PAYMENT WITHIN 8 DAYS FROM DUE DATE	RECEIVE PAYMENT WITHIN 6 DAYS FROM DUE DATE	RECEIVE PAYMENT WITHIN 4 DAYS FROM DUE DATE	RECEIVE PAYMENT WITHIN 2 DAYS FROM DUE DATE	RECEIVE PAYMENT ON DUE DATE	Customers are informed if there has been an overdue and constantly followed for payment recovery.	Ensured that the overdues are cleared on prompt basis
3 ENSURE TIMELY SUBMISSION OF COMMISSION DOCS TO FINANCE ON RECEIPT OF COMMISSION INVOICE	Text			WITHIN 6 WORKING DAY	WITHIN 5 WORKING DAY	WITHIN 4 WORKING DAY	WITHIN 3 WORKING DAY	WITHIN 2 WORKING DAY	Commission docs are prepared on Monthly basis as soon as the Commission invoice received from the customer.	Commission docs were sent to finance and followed up for the remittance status.

#### KRA Category : Business

KRA Weightage : 20 \_

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SEND QUOTATION TO CUSTOMER	Text			WITHIN TWO DAYS FROM DATE OF INQUIRY	NEXT DAY OF INQUIRY	WITHIN THE SAME DAY OF INQUIRY	Not Available	Not Available	Since Mr. Vinayak Sohoni had left the organization, in the interim quotation were sent to customers and secured orders for EMEA region.	Had secured orders at a good price. Now the region is handled by Mr. Pankaj Patodia

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MAINTAIN HEALTHY RELATIONSHIP WITH EXISTING CUSTOMERS	Text			CUSTOMER IS UNSATISFIED	CUSTOMER IS NEUTRAL	CUSTOMER IS SATISFIED	CUSTOMER IS HAPPY WITH THE SERVICE	CUSTOMER IS VERY HAPPY	Customers are being updated on regular basis of the shipment and any other queries, hence customers are satisfied.	Had put every effort to maintain good customer relationship.
ASIST IN KOSHER CERTIFICATION	Text			Not Available	Not Available	Not Available	IDP	Not Available	Part of IDP Pending	Pending due to time constraints as taken the responsibility of new regions which was handled by Ms. Rajinigandha.

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PREPARING OTIF REPORTS ON MONTHLY BASIS	Text			Within 6th Working day of start of month	Within 5th Working day of start of month	Within 4th Working day of start of month	Within 3rd Working day of start of month	Within 2nd Working day of start of month	OTIF reporting has been done every month in 5 working days	OTIF reporting has been done every month in 5 working days
PROVIDING INFORMATION FOR REACH COMPLIANCE	Text			Within 6th Working day	Within 5th Working day	Within 4th Working day	Within 3rd Working day	Within 2nd Working day	European and Korean customer has been provided with required documents for their reach compliance on timely basis.	European and Korean customer has been provided with required documents for their reach compliance on timely basis.