

Employee Name : SANTOSH GOREGAONKAR Manager's Name : SANTOSH GOREGAONKAR
Goalsheet Approval Date : 29-Nov-2016

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 |
|---|------|---------------|-------|---|---|--|--|---|
| 1 Processing Order in the system for Tarmesh, Fujian/Ucity,IQL, Opsonin & Wania Enterprises | Text | | | Above 3 working days | Within 3 working days | Within 2 working days | within one working day | Within the day of receipt of the Order |
| 2 Provide Order acknowledgement to the customer | Text | | | Within 5 working days | Within 4 working days | Within 3 working days | Next working day | Within the day of receipt of the Order |
| 3 Informing customer about material availability and shipment schedule. | Text | | | Within 5 working days from shipment plan schedule | Within 3 working days from shipment plan schedule | Within 2 working days from shipment plan schedule. | Next day of Shipment plan schedule. | Immediately on confirmation of Shipment Plan schedules. |
| 4 Following up with the customer opening the LC | Text | | | Within 5 working days from shipment plan schedule | Within 3 working days from shipment plan schedule | Within 2 working days from shipment plan schedule. | Next day of Shipment plan schedule. | Immediately on confirmation of Shipment Plan schedules. |
| 5 Provide shipment status to the customer. | Text | | | within 7 working days of Sailing | within 6 working days of Sailing | within 5 working days of Sailing | within 4 working days of Sailing | Within 3 working days of sailing. |
| 6 Send copy documents to customer after shipment. | Text | | | Within 9 working day of sailing. | Within 8 working day of sailing. | Within 7 working day of sailing. | Within 6 working day of sailing. | Within 5 working day of sailing. |
| 7 Follow-up with finance for Original LC, Advance Payment and payment confirmation. | Text | | | Above 3 working days | Within 3 working days | Within 2 working days | Within the next of receipt of LC copy and swift copy | Within the day of receipt of LC copy and swift copy. |
| 8 Preparation of Commission reports - Tarmesh | Text | | | Within 7 working days | Within 5 working days | Within 4 working days | Within 3 working days | Within 2 working days of receipt of Debit note from the customer. |
| 9 Follow up payment and document | Text | | | More than one week after due date | 6 days after due date | 4 days after due date | 2 days after due date | On the due date |
| 10 I am ready to take additional responsibilities of any few customers. | Text | | | Not Available | Not Available | Not Available | Not Available | Not Available |

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 Sales Contract to be entered in the system with input from the Sales Inquiry after confirming the specs, shipping marks, packaging, shipment schedule, incoterm, payment term, commission etc. | Text | | | Within 5 working days | Within 4 working days | Within 3 working days | Next working day | Within the day of receipt of the Inquiry |
| 2 Communication of Sales contract to various concerned departments through email by sending soft copy of the PO to exim & dispatch team and filing the PO. | Text | | | Within 5 working days | Within 4 working days | Within 3 working days | Next working day | On the same day of the approval of the Sales Contract |

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 Statement updating all orders with required details including expected date of shipment and expected date of payment to be received (tentative) with assumed foreign currency rate-to take timely decisions on forex cover. | Text | | | Within 4 working day from receipt of PO | Within 3 working day from receipt of PO | Within 2 working day from receipt of PO | Within one working day from receipt of PO | On the day of receipt of PO |
| 2 Preparation of Report of Outstanding export orders (with break up of partial shipments, short closed contracts) at the end of the month for the treasury Department. | Text | | | Within 8 days | Within 5 days | Within 4 days | Within 3 days | On every second day of the month |
| 3 Provided data support related to Import and Export | Text | | | 6 days from the reporting date | 5 days from the reporting date | 4 days from the reporting date | 3 days from the reporting date | Next day on receipt of the IBIS Data |
| 4 Oil booking circulate to concern | Text | | | Above 3 working days | Within 3 working days | Within 2 working days | Within one working day | Within the day of receipt of the PO |

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 Amending Sales Contract/creating a new sales contract as and when there are changes in orders from the customer along with release of amended PFI. | Text | | | Above 5 working days | Within 4 working days | Within 3 working days | Next working day of the amended PO | On the same day receipt of the amended PO |
| 2 Filing the Sales Contracts for the future review. | Text | | | Above 3 working days | Within 3 working days | Within 2 working days | within one working day | Within the day of approval of Contract |
| 3 Communication of the amendments sent to concerned departments. | Text | | | Above 5 working days | Within 4 working days | Within 3 working days | Next working day of the amendment. | Within the day of the amendment |
| 4 Deletion of old Sales contract from system with approval from concerned managers to avoid duplication. | Text | | | Above 5 working days | Within 4 working days | Within 3 working days | Next working day of the amendment. | Within the day of the amendment |
| 5 Reporting pending order statement with all required details to reporting head and respective assistant managers & also ensuring unused pending orders are closed in the system with their approval. | Text | | | On the 5th working day of the month | On the 4th working day of the month | On the 3rd working day of the month | On the 2nd working day of the month | On the first working day of the Month |

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 |
|--|------|---------------|-------|-----------------------------------|--------------------------|-------------------------------|-----------------------------|---|
| 1 Preparation of proforma invoices as and when required by the customer for opening L/C or for remitting advance payment | Text | | | Above 3 working days | Within 3 working days | Within 2 working days | within one working day | Within the day of receipt of the confirmed order. |
| 2 Communication of the amendments sent to concerned Customers. | Text | | | Above 3 working days | Within 3 working days | Within 2 working days | within one working day | On the same day of the amendment. |