

**KEY PERFORMANCE INDICATOR 2014
PT. SUMBER DJAJA PERKASA**

Directorat / Dept. : **Sales & Marketing / CFT**
 Supervisor Name / Title : **Enny Susilowati / Spv. CFT**
 Performance Period 2014 : ☐ Mid Year ☐ End of Year

Individual KPI - Quantitative	80 %
Values Indicator - Qualiitative	20 %

A. QUANTITATIVE :

NO	STRATEGY OBJECTIVE	NO	KPI	Periode	Verifikasi	Realisasi 2014	Target		Unit of Measure	Weight %	FINAL SCORE
							100%	0%			
FINANCIAL PERSPECTIVE											
	-										
									Sub Total %	0	
CUSTOMER PERSPECTIVE											
1	Customer Satisfaction	C1.a	Prosentase ketepatan waktu terhadap penanganan keluhan/komplain pelanggan	Bulanan		Jan-Aug 2014	0	>=2	Point	10%	
									Sub Total %	10%	
BUSINESS PROCESS											
2	SO (Sales Order)	B1.a	Prosentase Akurasi Input SO (Sales Order)	Bulanan		Jan-Aug 2014	0%	>=4%	%	30%	
3	SO (Sales Order)	B1.b	Prosentase SO (Sales Order) Terbuka	Bulanan		Jan-Aug 2014	0%	>=4%	%	25%	
4	DO (Delivery Order)	B2.a	Prosentase Akurasi Tanggal Pengiriman Order	Bulanan		Jan-Aug 2014	0%	>=40%	%	25%	
									Sub Total %	80%	
LEARNING AND GROWTH											
5	Product Knowledge	L1.a	Test Product Knowledge	4 Bulan		Jan-Aug 2014	100	0	Score	10%	
									Sub Total %	10%	
NO	INITIATIVES	NO	KPI (Indicator of Initiatives)	Periode	Verifikasi	Realisasi 2014	Target		Unit of Measure	Weight %	FINAL SCORE
	-						100%	0%			
									Sub Total %	0%	
									Total %	100%	
									Score Achieved		

B. QUALITATIVE :

No	VALUES INDICATOR (Values of Sumber Djaja Perkasa)	360 Degree Performance Feedback	Semester 1st	Semester 2nd	FINAL SCORE
	-				
			Score Achieved	0	

I have understood and committed to my above Key Goals
Employee's Signature and Name

A. Score Quantitative	0	80%	0
B. Score Qualitative	0	20%	0
Grand Total Score			0

We have agreed above Goals,

Performance Review Acknowledgement

Acknowledge by,