



ACI Motors Limited

Monthly Key Performance Indicator-Engineer

Business	ACI Motors	Location	Rangpur
Name	Narendro Nath Ray	Position	Sr.TMS
Supervisor	Regional Sales Manager	Month	January
Department	Motors	Staff ID	14045

SL	Task					
1	Service Ratio					
		Target	Actual	Weight	Score	F.Score
	Warranty Service	1422	1879	15	19	15
	Post Warranty Customer Service	814	925	10	11	10
	Total	2236	2804	25	30	25
2	Satisfaction Index					
		Target	Actual	Weight	Score	F.Score
	Six Hour Service Ratio(Min-80%)	100	93	10	9.3	9.3
	Customer Satisfaction Index	100	93	10	9.3	9.3
	Total			20		18.6
3	Service Income					
		Target	Actual	Weight	Score	F.Score
	Service Revenue Against Budget	366700	400370	10	10.92	10
	Total			10	10.92	10
4	Evaluation & Performance Monitoring					
		Target	Actual	Weight	Score	F.Score
	Monthly Report Submission	564	345	456	657	45
	Online Promotional Activity	564	345	456	657	45
	On time warranty submission	564	345	456	657	45
	Team Co-ordination	564	345	456	657	45
	Total	564	345	456	657	45
	Total Mark Against Service	564	345	456	657	45
	Base Line Incentive Amount	564	345	456	657	45
	Total Incentive Amount against Service					445565
5	Spare parts Sales					
	Tractor Spare Parts & Lubricants					
		Target	Actual	Weight	Score	F.Score
	Sales Budget Achievement	564	345	456	657	45
	Total	564	345	456	657	45
	Base Line Incentive Amount	564	345	456	657	45
	Total Incentive Amount against Tractor Spare Parts Sales					445565
	NM/PT Spare Parts & Lubricants					
		Target	Actual	Weight	Score	F.Score
	Sales Budget Achievement	564	345	456	657	45
	Total	564	345	456	657	45
	Base Line Incentive Amount	564	345	456	657	45
	Total Incentive Amount against NM/PT Spare Parts Sales					445565
	Dealer Satisfaction Index					
		Target	Actual	Weight	Score	F.Score
	Satisfaction Ratio	5	6	4	5	6
	Total	564	345	456	657	45
	Total Mark Against Spare Parts	564	345	456	657	45
	Performance Bonus Against KPI for up to Full Score				Tractor	NM/PT
	If Sales Achievement (101%-115%):Base Amount*Multiplcation factor 0.25					

	If Sales Achievement (116%-140%):Base Amount*Multiplcation factor 0.50	1200	
	If Sales Achievement (141%-Above):Full Base Amount		1100
	Total Incentive Amount against Spare Parts Sales		5900

	Total KPI Mark	100	96.5
	Total Incentive Amount	12044	