

Appendix A Objectives and Target of Buyer Consolidation (INSD)

No.	Key performance indicators	Target	Formula	Category				Scope		Quality Objectives	Remark
				Quality	Safety & Env.	Efficiency	Non productive cost	INSD			
1	Success to follow up shipment details from supplier in order to place booking with carrier.	≥ 90%	$\frac{\text{Shipment loaded on schedule x 100}}{\text{Total shipments}}$	✓				★		To convince INSD to follow up cargo details (Shipping Order) from supplier within timeframe.	
2	Accuracy to check shipment details against consignee's file prior to place booking with carrier.	≥ 90%	$\frac{\text{Accurate Shipping Order x 100}}{\text{Total Shipping Orders}}$	✓				★		To convince INSD to receive correct and accurate Shipping Order from Supplier.	
3	Success to submit correct and accurate Pre Shipping Advise to consignee for getting approval.	≥ 90%	$\frac{\text{Pre-Shipping Advice x 100}}{\text{Total Pre-Shipping Advices}}$	✓				★		*To convince INSD to well prepare correct and accurate Pre Shipping Advise within timeframe.	
4	Success to submit correct and accurate Discrepancy Report to consignee for getting approval.	≥ 90%	$\frac{\text{Discrepancy Report x 100}}{\text{Total Discrepancy Report}}$	✓				★		*To convince INSD to well prepare correct and accurate Discrepancy Report within timeframe.	
5	Success to receive correct and accurate (un)approval from consignee.	≥ 90%	$\frac{\text{Accurate Approval Report x 100}}{\text{Total Approval Reports}}$	✓				★		*To convince INSD to receive correct and accurate (un)approval from consignee.	
6	Success to advise supplier to be well aware on (un)approval from consignee.	≥ 90%	$\frac{\text{Accurate Shipping Order x 100}}{\text{Total Shipping Orders}}$	✓				★		*To convince INSD to relay correct and accurate (un)approval to supplier.	
7	Success to let supplier comply on booking confirmation.	≥ 90%	$\frac{\text{Accurate Booking Confirmation x 100}}{\text{Total Booking Confirmations}}$	✓				★		To convince INSD send correct and accurate booking confirmation to supplier.	
8	Success to let supplier use e-system on time.	≥ 90%	$\frac{\text{Submission Report x 100}}{\text{Total Submission Reports}}$	✓				★		To enhance supplier to use e-booking system on time.	
9	Accuracy to prepare booking details to carrier.	≥ 90%	$\frac{\text{Accurate Booking Sheet x 100}}{\text{Total Booking Sheets}}$	✓				★		To convince INSD to prepare correct and accurate booking details to carrier.	
10	Success to prepare correct and accurate cargo summary sheet to warehouse.	≥ 90%	$\frac{\text{Accurate Cargo Summary Sheet x 100}}{\text{Total Cargo Summary Sheets}}$	✓				★		To convince INSD to prepare correct and accurate cargo summary sheet for consolidation.	
11	Accuracy to check warehouse receipt and tally sheet correctly.	≥ 90%	$\frac{\text{Accurate Tally Sheet x 100}}{\text{Total Tally Sheets}}$	✓				★		To convince INSD to check warehouse receipt & tally sheet correctly and accuracy.	
12	Success to submit Shipping Instruction Shee (S/I) on time.	≥ 90%	$\frac{\text{Shipping Instruction Sheet on time x 100}}{\text{Total Shipping Instruction Sheets}}$	✓				★		To convince INSD to prepare Shipping Instruction Sheet (S/I) within timeframe.	
13	Success to be aware on customs rules & regulations of cargo release at destination port .	≥ 90%	$\frac{\text{Shipment through Customs House Broker x 100}}{\text{Total shipments}}$	✓				★		To convince INSD to be well aware on customs rules & regulations.	
14	Accuracy to prepare correct and accurate booking details to carrier.	≥ 90%	$\frac{\text{Accurate Shipping Instruction Sheet x 100}}{\text{Total Shipping Instruction Sheets}}$	✓				★		To convince INSD prepare correct and accurate booking details to carrier.	
15	Accuracy to check B/L.	≥ 90%	$\frac{\text{Accurate B/L x 100}}{\text{Total inspected B/L s}}$	✓				★		To convince INSD check details on B/L correctly.	
16	Success to advise supplier to send Shipping Documents on time .	≥ 90%	$\frac{\text{Document Delay Sheet on time x 100}}{\text{Total Document Delay Sheets}}$	✓				★		To convince INSD to receive Shipping Documents from supplier within timeframe.	
17	Success to send correct and accurate Shipping Advise to consignee on time .	≥ 90%	$\frac{\text{Accurate Shipping Advice x 100}}{\text{Total Shipping Advices}}$	✓				★		To convince INSD to prepare correct and accurate Shipping Advice within timeframe.	
18	Success to prepare correct and accurate FCR on time.	≥ 90%	$\frac{\text{Accurate / on time FCR x 100}}{\text{Total FCR s}}$	✓				★		To convince INSD to prepare FCR within timeframe.	
19	Accuracy to check Shipping Documents.	≥ 90%	$\frac{\text{Accuracy Shipping Document x 100}}{\text{Total Shipping Documents}}$	✓				★		To convince INSD check correct and accurate Shipping Documents.	
20	Success to send Shipping Documents to consignee on time.	≥ 90%	$\frac{\text{Shipping Document to consignee on time x 100}}{\text{Total Shipping Documents to consignee}}$	✓				★		To convince INSD send Shipping Documents to consignee within timeframe.	
21	Accuracy to prepare correct and accurate Invoice to bill supplier on time.	≥ 90%	$\frac{\text{Accurate/on time Invoice x 100}}{\text{Total Invoices}}$	✓				★		To convince INSD prepare correct and accurate Invoice on time.	
22	Accuracy to prepare cheque for receive B/L from carrier.	≥ 90%	$\frac{\text{Accurate cheque x 100}}{\text{Total issued cheques}}$	✓				★		To convince INSD prepare correct and accurate Advance Money Sheet.	
23	Customer satisfy average	≥ 80% Criteria score	$\frac{\text{Sum average score of all customers}}{\text{No. of reply customer}}$	✓				★		To take customer satisfaction report and action for improvement to get the customer loyalty	
24	Percent of participants attend the training course	≥ 95%	$\frac{\text{No of employees who attend all training courses x 100}}{\text{number of target group of all training course}}$	✓				★		To evaluate the achievement of personal skill and encourage to develop human capability and talent.	