

Appendix H Objectives and Target of Maintenance & Repairing Group

No.	Key performance indicators	Target	Formula	Category				Scope		Quality Objectives	Remark
				Quality	Safety & Env.	Efficiency	Non productive cost	VHMR	CTMR		
1	Percent of repair work major case done on time	≥ 95%	$\frac{\text{Repair work major case done in 15 days} \times 1000}{\text{Accumulated of repair work major case}}$	✓				★		Have the endure equipment be able to turnover for loading cargo sufficiency as customer's demand	
2	Percent of repair work minor case done on time	≥ 95%	$\frac{\text{Repair work minor case done in 3 days} \times 1000}{\text{Accumulated of repair work minor case}}$	✓				★		Have the endure equipment be able to turnover for loading cargo sufficiency as customer's demand	
3	Remaining damaged Containers per week per site (NICD,KRC)	< 300 unit/week/depot	Actual report form CTMR	✓					★	To increase customer satisfaction	- CNTR needs to follow this KPI from NYK Line starts May 2010. - Good and Damange containers of each site ratio is 70:30. Of which CNTR has to maintain lower 300 Unit/week/site of damaged containers.
4	Repairing performance (NICD)	≥ 85%	$\frac{\text{Actual repair damaged containers} \times 100}{\text{Total repair damaged cont} + \text{Total Remain damaged cont}}$	✓					★	To support item #3 to achieve target	- The average NICD damaged containers of past 6 months is 1,868 units - The average capacity is 26 days * 80 units = 2080 units (15 manpowers) - Target has been set to ≥ 85% (1868/ (1868 + 300) *100)
5	Repairing performance (KRC)	≥ 85%	$\frac{\text{Actual repair damaged containers} \times 100}{\text{Total repair damaged cont} + \text{Total Remain damaged cont}}$	✓					★	To support item #3 to achieve target	- The average KRC damaged containers of past 6 months is 1974 units - The average capacity is 26 days * 85 units = 2210 units (20 manpowers) - Target has been set to ≥ 85% = 1974/(1974+300)*100
6	Evalation of customer should not less than B grade (of total score)	≥ B	Referring to monthly evaluation report of NYK Line	✓					★	To take customer satisfaction report and action for improvement to get the customer loyalty	CNTR has to work on KPI item # 7 which has the different objective from this KPI (item # 8), CTMR needs to review the questionair and feedback to QSG soon.
7	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	
8	Percent of participants attend the training course	≥ 95%	$\frac{\text{No of employees who attend all training courses} \times 100}{\text{number of target group of all training course}}$	✓				★	★	To evaluate the achievement of personal skill and encourage to develop human capability and talent.	