

KPI-2.0 (Key performance indicators) Dashboard-MR

Objectives: -

1. To improve the basic work hygiene
2. Support you to identify the focus area/parameters in regards of Input KPI with the help Colour coding in Dashboards & Effort Ranking.

SOP (Standard operating process): - Following KPI Dashboard will appear on the home page of WSFA- Weekly & Monthly Basis.

MR-KPI	Monthly Norms	Week-1 (1st-6th)	Week-2 (1st-14th)	Week-3 (1st-21st)	Week-4 (1st-31st)	Weightage
Reporting Compliance %	100%	100%	100%	100%	100%	5%
Doctor Coverage	98%	25%	50%	75%	98%	15%
KYC Coverage	98%	40%	80%	90%	98%	15%
Unique Dr. RCPA/MR	50	13	26	39	50	15%
Doctor call Avg	13	13	13	13	13	10%
Chemist call Avg	7	7	7	7	7	10%
A+& A Doctors coverage	98%	40%	80%	90%	98%	10%
B Doctors coverage	98%	40%	80%	90%	98%	10%
Input Utilisation %	75%	19%	38%	57%	75%	10%

Expectation against the norms: -

1. **Reporting compliance:** - Ensure 100% reporting as per defined SOP. There is no change in Reporting lock days.
2. **Doctor coverage:** - Ensure 98% Drs. Coverage in the month.
3. **KYC Coverage:** - Ensure 98% Drs. Coverage in the month.
4. **Unique Drs RCPA:** - Monthly Minimum (2 Unique Drs/day) 50 Doctors RCPA (Survey) expected, (KYC Drs Should be on top priority)
5. **Doctor Call Avg.:** - **13** Doctors call per day is expected.
6. **Chemist Call Avg.:** - **7** Chemist call per day is expected.
7. **A+ /A & B category Doctors Coverage:** - 98% monthly coverage expected with proper frequency. Objective is to ensure **Potential Doctors coverage with proper frequency.**

8. **Input Utilisation:** - 75% of in hand Input should be utilised by team every month.
In hand Input=Opening for month +Received Input for Month
9. **Score:** - Score will be auto-calculated basis of Weekly Norms and weightage. Basis on Score **Rank** will provided automatically by system. Colour coding will work as per below score count.

	>0.90
	0.75-0.89
	<0.75

Note: - Soon this Dashboard will be available as Downloadable Reports also under DCR Reports.

In Case of Any clarity required requested to feel free to connect your Respective mangers/FCs.

Best Wishes

Team Mankind