

KPI-2.0 (Key performance indicators) Dashboard-1st Line Manager

Dear Team,

In process of ensuring more focused approach in working, It has been has decided to help the mangers with their defined KPI (Key Performance Indicators) which will support in ensuring basic work hygiene for self & respective team as well.

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

Objectives: -

1. To improve the basic work hygiene (*Quality of work*)
2. Support you in better analysis of your team's data

L2/FLM- Manager's-KPI	Monthly Norms	Week-1 (1st-6th)	Week-2 (1st-14th)	Week-3 (1st-21st)	Week-4 (1st-31st)	weightage
Reporting Compliance % (Self)	100%	100%	100%	100%	100%	5%
Total A+ & A Doctor Met (Self)	125	35	70	100	125	10%
Unique Doctor Met (Self)	250	70	140	200	250	10%
Adopted Doctor Coverage (Self)	90%	25%	50%	75%	90%	15%
Doctor call Avg (Self)	12	12	12	12	12	10%
Chemist call Avg (Self)	6	6	6	6	6	10%
Unique RCPA (Team)	200	50	100	150	200	15%
Kyc Coverage (Team)	98%	40%	80%	90%	98%	10%
Input utilisation (Team)	75%	19%	38%	57%	75%	15%

Expectation against the norms: -

1. **Reporting compliance (Self):** - Ensure 100% Reporting as per defined SOP. *There is no change in Reporting lock days.*
2. **Total A+ & A Doctors met (Self):** - To focus on Top category doctor mangers expected to meet 125 A+ & A Doctors per month.
3. **Unique Doctor Met (Self):** - Managers are expected to meet 250 Unique Doctors in a month (including 125 A+ & A category)
4. **Adopted Doctor Coverage (Self):** - Ensure 90% monthly coverage
5. **Doctor Call Avg. (Self):** - **12** Doctors call per day is expected.
6. **Chemist Call Avg.(Self):** - **6** Chemist call per day is expected.

7. **Unique RCPA (Team):** - 200 unique Drs RCPA (Survey) expected to ensure by team on monthly basis (50/MR, Priority will be KYC Doctors)
8. **KYC Coverage (Team):** - **98%** KYC Customers coverage expected on monthly basis by team.
9. **Input Utilisation (Team):** - **75%** of in hand Input should be utilised by team every month.
In hand Input=Opening for month +Receive Input for Month
10. **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.

Best wishes

Team Mankind